



Akhil Nelson

CUSTOMER SERVICE REPRESENTATIVE

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A Al Quoz, Dubai - UAE

Dear Hiring Manager,

I am writing to express my strong interest in the position of Customer Service Representative at your company. With a passion for delivering exceptional customer experiences and a proven track record in the field, I am confident that I would be a valuable addition to your team.

In my previous role at Zoom Market - ENOC, I developed strong communication skills and a deep understanding of customer needs. I consistently received positive feedback from customers for my ability to resolve issues promptly and efficiently. I believe in going above and beyond to ensure customer satisfaction and am skilled at handling inquiries, solving problems, and providing product or service information.

Key qualifications and attributes that make me an ideal candidate for this role include:

1. **Excellent Communication Skills:** I possess strong verbal and written communication skills, which are essential for providing clear and concise responses to customer inquiries.
2. **Problem-Solving Abilities:** I am adept at analyzing customer issues, identifying solutions, and implementing them effectively to ensure customer satisfaction.
3. **Empathy and Patience:** I understand the importance of empathy and patience when dealing with customers, and I am committed to providing support with a positive attitude.
4. **Adaptability:** I thrive in fast-paced environments and can quickly adapt to changing circumstances, ensuring a seamless customer experience.
5. **Team Collaboration:** I work well in a team environment, collaborating with colleagues to share insights and best practices for delivering exceptional service.

I am excited about the opportunity to join in your company and contribute to your commitment to excellence in customer service. I look forward to the chance to discuss how my skills and experiences align with your company's goals during an interview.

Thank you for considering my application. Please find my resume attached for your reference. I can be reached at [0509596007] or [akhilnelson.95@gmail.com] to schedule an interview at your convenience.


Sincerely,


Akhil Nelson


AKHIL NELSON


CUSTOMER SERVICE REPRESENTATIVE

CONTACT

 0509596007

 akhilnelson.95@gmail.com

 <https://www.linkedin.com/in/akhil-nelson-431ba6243>

 Dubai , UAE

SKILLS

Fast learner

Active listener

Problem resolution

MS Office & Excel

Customer relationship management

EDUCATION

Bachelor Of Business Administration
Vidyanikethan Institute,
Kerala

2013-2015

CERIFICATIONS

Fire & Safety

Retail Training

HOBBIES

Sports

Traveling / Hiking

LANGUAGES

English 

Hindi 

PROFILE

Dedicated Customer Service Executive with 6 years of proven experience in delivering exceptional customer support. Adept at receiving and addressing customer needs, resolving complaints, and ensuring a positive client experience. Seeking to contribute my expertise in providing top-notch customer service to a dynamic team.

WORK EXPERIENCE

Sales Executive 2021- present

Zoom Market - ENOC - Dubai, UAE

- Established and maintained positive, profitable client relationship through superb communication.
- qualified prospects to determine future sales possibilities and improve conversion efforts.
- effectively handled daily customer oriented meetings, sales calls and account management tasks, improving sales team efficiency.
- strengthened profit opportunities through targeted customer relationship development, continually meeting sales objectives.
- fostered positive relationships with customers to enhance loyalty and retention.

Team Leader 2017-2020

EVM Nissan - Cochin, Kerala

- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- professionally handled difficult customer complaints and objections to maintain first - class customer service standards.
- fostered positive employee relationships through communication, training and coaching.
- promoted professionalism and effective communication among staff to develop productive relationships.
- set and monitored weekly targets for operational team to increase product sales and revenue.
- managed accurate and timely delivery of dispatch orders to customers.

DECLARATION

I hereby declare that all the information provided in this CV is true and accurate to the best of my knowledge.