



# Jesson S Samuel

Customer Service Executive

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Sharjah, UAE

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Front Office Supervisor

## WORK EXPERIENCE

### Front Office Supervisor Arcadia Fort Hotel

09/2022 - 04/2024

Kerala, India

*Customer Service Associate*

- Handle customer queries through various channels like phone, email, live chat, or social media. Provide information about products, services, policies, and procedures.
- Address and resolve customer complaints and issues effectively and efficiently. Escalate complex problems to higher-level managers if necessary.
- Update and manage customer information in the company's database. Ensure accuracy and confidentiality of customer data.
- Assist customers with placing orders, Reservation of rooms, and managing customer services.
- Assist in training new staff members.

Contact : Binu - +971 9961803333

### Data Entry Operator Factum group of Solutions

01/2022 - 04/2022

Bengaluru, India

*Factum group of solutions was an IT based business oriented start-up. Providing marketing and business development solutions for clients.*

*Data Entry Operator*

- Enter data into databases, spreadsheets, or other systems accurately and efficiently. Ensure that data entered is correct and complete, following company standards.
- Verify the accuracy of data by cross-checking it with source documents or other references. Correct any discrepancies or errors in the data.
- Handle physical documents and files if necessary, including scanning and digitizing paper records. Ensure proper documentation and organization.

## SKILLS

Supervisor

Customer Service

Front Office Supervisor

Cashier

Reservation Agent

Operation Supervisor

HR Assistant

## PERSONAL DETAILS

Nationality : Indian

Passport Number : U5566805

Gender : Male

Marital Status : Unmarried

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Malayalam

Native or Bilingual Proficiency

## INTERESTS

Youtube

Outdoor Sports

Travel

Gaming

## EDUCATION

### Bachelor of Computer Applications Aman college of science and technology, Paippad

07/2015 - 03/2018

Kerala, India

*Computer Science*

- C, C++, Java, Computer Hardware, Software Applications, Programming Language