

JIJESH.R

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Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

29 JUNE 2022 - 02 DEC 2022

CUSTOMER SERVICE REPRESENTATIVE, TELEPERFORMANCE (FLIPKART)
(HYDERABAD)

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Provide accurate, valid and complete information by using the right methods/tools
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers
- Manage large amounts of incoming phone calls
- Identify and assess customers needs to achieve satisfaction

30 JULY 2019 – 26 DEC 2021

COMPUTER SKILLS & DELIVERY EXECUTIVE, (EKART, FLIPKART)

- Have went to attend the computer courses like CCNA. MCSA at the time of COVID – 19
- And at the peak time of this COVID still worked as an delivery agent of Ekart . And in that the main work was to deliver the products to the customers which they have been ordered through Online.

06 APRIL 2017 – 26 JUNE 2019

SALES PROMOTER, YAMAHA MOTORS.
(KERALA)

- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Serves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Support accounts payable activities to ensure accuracy and timeliness of invoice creation and entry.
- Maintain and update daily basics accounting records and files

EDUCATION

08/2013 - 03/2016

B.COM FINANCE, UNIVERSITY OF CALICUT.

06/2011 - 03/2013

SECONDARY BOARD OF HIGHER EDUCATION,

06/2002 - 03/2011

SECONDARY SCHOOL OF EDUCATION, STATE BOARD OF KERALA

COMPUTER SKILLS

- CCNA(Routing, Switching and Security)
- MCSA
- Excel
- MS Office
- MS Word

ACTIVITIES & INTERESTS

- Travel
- Sports
- Browsing Internet
- Music

PERSONAL SKILL

- Hardworking
- Sincere
- Punctuality
- Good Communication

LANGUAGES

- English
- Malayalam

STRENGTH

- Analytical skills, Good communication & interpersonal relation skills
- Perfectionist in any work assigned, Team Player with the ability to lead.

- Quick Learner, Smart Working, Positive Thinking & Creativity
- Hard working nature and determination.
- Confidence

ABILITIES & AREA OF STRENGTH

- Ability to work efficiently & effectively in a confidential work environment and to rapidly acquire knowledge.
- Quick Learner

PASSPORT DETAILS

- Passport No: S5016362
- Date of Issue: 16/07/2018
- Date of Expiry: 15/07/2028
- Place of Issue: Cochin
- Kerala

DECLARATION

- I hereby declare that the information mentioned here is true and correct to my knowledge, and I take complete responsibility for the accuracy of the particulars mentioned.

Date: 10 March 2023

U A E

Jijesh R