

CURRICULAM VITAE

JINI JOSEPH

Customer support specialist

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Sharjah, UAE



CAREER OBJECTIVE

Innovative and customer-focused Customer Support Specialist with a goal to deliver exceptional service and build lasting relationships. Seeking a challenging role where I can leverage my communication skills, problem-solving abilities, and dedication to customer satisfaction to contribute to the success of the organization

WORK EXPERIENCE

Total Work Experience 5 year 11 months

Hierotep Solutions Pvt. Ltd, Cochin, as Customer support specialist (March 2022 to November 2023)

- *Efficiently guide clients through the mortgage application process, ensuring clarity on requirements and assisting with documentation.*
- *Act as a central communication point, keeping clients informed about the status of their applications.*
- *Implemented follow-up strategies to enhance client satisfaction, foster long-term relationships, and promote client retention.*
- *Provided feedback and guidance to borrowers throughout the approval process.*
- *Proactively addressed client concerns and issues, utilizing problem-solving skills to navigate challenges and ensure a positive client experience*

J.S Spices Idukki, Kerala, as Sales Coordinator, (January 2018 to January 2022)

- *Receive and process customer orders for spice exports accurately and promptly. Collaborate with logistics and shipping departments to ensure on-time delivery and proper documentation.*
- *Cultivate strong relationships with existing and potential spice buyers. Address customer inquiries, provide product information, and offer personalized support to enhance customer satisfaction.*
- *Ensure compliance with international trade regulations and export documentation requirements.*
- *Maintain accurate and up-to-date sales records, customer information, and export documentation in the company's database.*
- *Organize and facilitate sales meetings to discuss sales targets, progress, and strategies.*
- *Collect and analyze customer feedback on spice products and services. Relay feedback to relevant departments to drive product improvement and customer satisfaction.*

SKILLS

- *Effective Communication*
- *Adaptability*
- *Complaint Handling*
- *Problem solving*
- *Customer Relationship Management*
- *Multitasking*

EDUCATION

- *B. Tech (Electrical and Electronics Engineering) MG University, Kerala, India in 2016*
- *12th from Kerala State Syllabus in 2012*
- *10th from Kerala State Syllabus in 2010*

PERSONAL DETAILS

Date of Birth: 12th April 1995
Languages Known: English, Malayalam and Tamil
Marital status: Single
Nationality: Indian

Place: Sharjah

Date:

JINI JOSEPH