



NETHRAVATHI

ABOUT

To become a competent & dynamic professional working in an organization that places high value on professional growth for self-motivated individuals seeking challenging assignments for responsible positions.

+971 50 262 1645

nethram024@gmail.com

Burjuman, Dubai, UAE

KEY SKILLS

- Microsoft Word
- Excel
- Customer-Relationship Management
- CRM
- Store Operations Management:
- Multitasking
- Cash Handling & Management
- Time Management
- POS System Proficiency
- Customer Service Excellence
- Problem Solving
- Excellent Communication

EDUCATION

CHAUDHARY CHARAN SINGH UNIVERSITY

B.com Graduation

BMM INTER COLLEGE

PUC

PROFESSIONAL EXPERIENCE

TELECOMMUNICATION ASSISTANT

DERBY MARKETTING LLC - DUBAI, UAE

MAY 2024- PRESENT

- Process credit card applications for new customers, setting appropriate credit limits and terms of service based on their credit history and background.
- Assist customers in signing up for a paperless account to enhance efficiency and sustainability.
- Conduct sales calls to potential credit card customers, promoting the benefits of our services and encouraging them to apply.
- Maintain and organize customer records, ensuring all files are up-to-date and properly filed.

CUSTOMER SERVICE REPRESENTATIVE

BLUE BELL IT SOLUTION LLC - DUBAI, UAE

MAY 2023 - APRIL 2024

- Efficiently manage and resolve customer inquiries and complaints through various communication channels including phone, email, and chat.
- Provide technical support and troubleshooting guidance for product-related issues, ensuring customers receive prompt and effective solutions.
- Maintain positive customer relationships by delivering exceptional service and building trust, aiming to enhance customer satisfaction and loyalty.
- Accurately document customer interactions and issues, and generate regular reports to track performance metrics and identify areas for improvement.

SALES EXECUTIVE CUM PROMOTER

DEALZARBIA TRADING LLC

MAR 2022 TO MAY 2023

- Oversee the operations of the kiosk and engage with customers to provide a positive experience.
- Sell products to customers while consistently achieving daily and monthly sales targets.

LANGUAGE

- English
- Hindi
- Telugu
- Kannada
- Tamil

STORE CONTROLLER CUM CASHIER

TABLEZ & TOYZ PVT. LTD.- BENGALURU, IN

AUG 2017 - DEC 2021

- Manage petty cash, banking activities, and end-of-day (EOD) procedures.
- Oversee billing processes and handle customer exchanges.
- Ensure accurate collection of customer data during transactions.
- Oversee store operations, including cash handling and petty cash entries.
- Conduct regular store audits to ensure accuracy and compliance.
- Manage and lead the team to achieve set goals.
- Monitor performance by comparing targets to actual achievements.

CUSTOMER RELATIONSHIP EXECUTIVE

MAHINDRA RETAIL MOM & ME - BENGALURU, IN

OCT 2012 TO MAY 2017

- Maintaining Daily Sales Reports (DSR), managing costs, and overseeing stock levels.
- Visual merchandising and ensuring the quality of stock.
- Staff welfare and handling in-store activities.
- Addressing customer queries and maintaining a high standard of customer service.
- Managing the loyalty program, organizing events, and handling backend processes such as RTV, STO, and P&L accounts.