

# Customer Service/Analyst



## PRAJAL T T



+971 561261068



[tpraajal@gmail.com](mailto:tpraajal@gmail.com)



ABU DHABI, UAE



### HIGHLIGHT OF SKILLS

- Adaptable to differing cultural & business environments
- Quick learner and empathetic listener
- Self-motivated
- Communication and Soft skills
- MS Word and MS Excel
- Accounting/ Billing – basic level
- Excellent at Man management skills

### CAREER OBJECTIVE

Highly experienced and motivated individual with 4+ years in customer service role seeking a Supervisory position in a company where I can utilize my management and communication experience, organizational skills to make a significant contribution towards its success and my personal career development.

### WORK HISTORY

#### Aloft Abu Dhabi (03/2022-Present)

##### Roles and Responsibility: Guest Arrival Expert

- Greet visitors and customers upon arrival, offer luggage assistance and address queries to build rapport and retention.
- Responded to incoming guests, telephone calls and email inquiries with efficiency and professionalism
- Recommended hotel services or amenities that guest may find useful.
- Collaborate with team members to handle guest requirements from check-in through check-out.

#### SmartCoin Financials Pvt Ltd (3/2021-09/2021)

##### Roles and Responsibility: Customer Support / Financial Analyst

- Contact the customers via calls and chats
- Help customers with their concerns about financial services
- Support the customers in applying new loan services and repayment services
- Analyze the financial transactions and compile the details on a daily basis and report to the team manager

#### Inland Developers Thrissur (06/2019- 12/2019)

##### Roles and Responsibilities: Assistant Marketing Manger

- Organizing and oversee cost effective advertising campaigns, exhibitions and promotional events.
- Maintain customer relationship programs and assure customer Satisfaction.
- Conducting market research and analysis to evaluate trends, brand awareness and competition ventures.
- Analyze the current sales and implement new ideas to improve sales.

## QUALIFICATIONS

- **Bachelor Degree in Mechanical** Engineering – Sri Subramanya College of Engineering and Technology, Palani, Tamil Nadu, India (affiliated to ANNA University)
- Senior School Education– Government Higher Secondary School, Manalur, Kerala, India

## EXTRA CURRICULAR ACTIVITIES

- Was part of the College
  - Football Team
  - Cricket Team
- Was part of the School Athletics squad

## PERSONAL DETAILS

<b>Date of Birth</b>	08-02-1995
<b>Nationality</b>	Indian
<b>Languages Known</b>	English, Malayalam, Tamil, Hindi
<b>Driving License</b>	<b>UAE Driving License (Level 3 Manual)</b>
<b>Visa Status</b>	<b>Residential Visa</b>
<b>Marital Status</b>	Single

## REFERENCE

Reference can be provided on demand