

JOSHY VARKEY

Sales, Finance & Operation

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Rolla, Sharjah, UAE



SUMMARY

Quality driven with 6+ years of experience in sales, finance, operations and customer service. Committed to establishing and managing productive clients and vendor relationships. Driven dispatcher with excellent leadership and problem-solving abilities. Highly organized and proactive with solid understanding of scheduling actions. Adjusting routes and prioritizing issues. Dedicated to efficiency and reliability in personal work and collaborative projects. Eager to combine my strong technical skills and utilize the same to apply for daily activities.

PROFESSIONAL EXPERIENCE

2024 Feb –
2024 Oct

Kottayam, Kerala

Senior Sales Officer

HDB Financial Services

- Maintained excellent client relationships by providing excellent customer service and proactively solving issues
- Reviewed processes, operations and offerings, making suggestions to management to increase sales and enhance client experiences
- Maintained extensive knowledge of company products and industry trends to support presentations and sales strategy
- Analyzed market and competitor metrics staying updated on changes, developments and threats

2021 Jan –
2023 Nov

Kochi, Kerala

Operations Manager

Talentia Educare LLP

- Fostered positive relationships with clients to maximize satisfaction retention and experience
- Developed and shared best practices across the company to align with objectives and quality standards
- Provided face to face counselling sessions for students, jointly evaluating their needs and utilizing software to achieve desired outcome
- Appropriately referred students to other services inside and outside university to best meet their needs

2019 Aug –
2020 Dec

Kottayam, Kerala

Graduate Trainee – Relationship Executive

Shriram Finance

- Learned all the functional areas of lending, recovery, credit and documentation
- Managing all types of collections
- Achieving target on monthly basis
- Optimized customer resources and increased productivity

2017 April –
2019 July

Kottayam, Kerala

Customer Relationship Manager

DTDC Courier & Cargo Services

- Addressed customer questions, problems and complaints in person and via phone to maintain positive relationships and support smooth communications
- Monitored staff performance and developed improvement plans
- Managing the payment counter, making the payments and managing the receivables
- Helping the customers to fill various forms and verifying the submitted details
- Making sure that the consignments received are delivered on time and the collected shipments reach the destination

EDUCATION

2015 - 2017

Kottayam, Kerala



Master of Science, Electronics

Mahatma Gandhi University

2012 - 2015

Kottayam, Kerala



Bachelor of Science, Physics

Mahatma Gandhi University

2012

Kottayam, Kerala



Diploma, Desktop Publishing

Bignet Technologies & Training (Pvt.) Ltd.

SKILLS

- ◆ Client management
- ◆ Scope management
- ◆ Excellent interpersonal skills
- ◆ Attention to details
- ◆ Leadership & Team player
- ◆ Risk Management
- ◆ Market trend analysis & financial acumen
- ◆ Documentation & Reporting Skills
- ◆ Negotiation skills
- ◆ Analytical thinking
- ◆ Strong phone & email etiquette
- ◆ Data analysis

SOFTWARE SKILL SET

MS Excel

MS Word

MS PowerPoint

MS Outlook

STRENGTHS

- ◆ Self-motivated
- ◆ Active listener
- ◆ Honesty
- ◆ Punctuality
- ◆ Strong work ethics
- ◆ Dedication
- ◆ Versatility
- ◆ Multitasking

PERSONAL PROFILE

- ◆ **Date of Birth:** 07 April 1994
- ◆ **Nationality:** Indian
- ◆ **Languages Known:** English, Malayalam, Hindi, Tamil
- ◆ **Passport No:** C4677793 valid up to 06/11/2034
- ◆ **Marital Status:** Single
- ◆ **Address:** Kalluparambil House, Olassa P.O, Kottayam - 686014

DECLARATION

I hereby declare that the above information is true to the best of my knowledge and nothing has been concealed herein. All the documents in original/attested copies will be produced whenever required.

Date:

JOSHY VARKEY