



V SUJEETHARAN

Customer service

My Contact

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📍 Hor Al Anz, Deira. Dubai.

Hard Skill

- Customer modeling and reporting
- Key Performance Indicators (KPI)
- Telecommunications Regulatory Authority (TRA)
- Daily reports on Staff call base
- Upselling and cross-selling

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Respond promptly
- People orientation
- Maintaining a positive
- Build sustainable relationship
- Appropriate solution

Education Background

- Adventist International School
Ordinary Level
Completed in 2010
- Australian College of Business and Technology
Certificate in Business Management foundation
Completed in 2011

About Me

Dedicated and detail-oriented Customer service with 05 years of experience. Eager to apply proven maximization skills for Customer service in monitoring, maintaining, and completing client satisfaction. Special interest in achieving the millennial market and helping with retirement and general team work.

Professional Experience

Blue Nest LLC - Marketing Officer

2023 - Present

Key responsibilities:

- Marketing the product for upselling.
- Prepare reports on market sales.
- Consult with the management team to develop long-term commercial plans.
- Suggest budgets and improvements based on the above information.

La Perfumerie (pvt) Ltd. - Marketing Team Leader

2019 - 2022

Key responsibilities:

- Bring corporate business into the company.
- Explored various investment opportunities.
- Manage multiple work load at a time.

Dialog Axiata Plc - Team Leader

2014 - 2018

Key responsibilities:

- Promote and sell Dialog plans tailored to business, institutions.
- detailed information about plan features, benefits, and pricing to potential clients. User friendly with CRM system.
- Identify opportunities to enhance revenue through upselling and cross-selling of products and services.
- Meet quality Key Performance Indicators (KPIs) related to customer service.
- Handle customer complaints, and provide appropriate solutions.

Domino's Pizza - Store Assistant Manager

2012 - 2014

Key responsibilities:

- Developed positive customer relationship through friendly greetings and excellent service.
- Developed and enforce safety standards and procedure for food quality and sanitation.
- Provide instruction, coaching and motivation to all team members.
- Check daily food quality and arrange it by first in first out method.

Achievements

2017 Service from my heart - Comrades

For the exceptional attitude shown in terms of exhibiting passion for delighting internal and external customers.