



## RAHUL RADHAKRISHNAN

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## Objective

To enhance operational efficiency and productivity by leveraging expertise, work ethic, and problem-solving skills to streamline processes and drive productivity gains.

## Experience

- Lulu Group International, Dubai, UAEb** February 2022 - March 2024  
Customer Service Supervisor
  - Managed a team of 15 customer service representatives, resolving escalated issues with a 95% resolution rate.
  - Handled the Talabat delivery service for all sections, managing orders, billing, and the Talabat dashboard.
  - Improved customer satisfaction by analyzing feedback, achieving a 10% increase in positive feedback.
  - Implemented process improvements, reducing customer wait times by 15%.
  - Coordinated warranty services for electronic products and liaised with electronics supervisors and section managers to ensure timely resolutions.
- Mech Engineers Corporation, Cochin, Kerala, India** April 2019 - January 2022  
Sales Manager
  - Led a sales team in achieving company sales goals, generating revenue, and expanding the client base.
  - Managed client relationships, improved retention rates, and addressed escalated customer complaints.
  - Supervised the sales process from lead generation to closing deals, consistently surpassing targets.
- Dell Technologies, Cochin, Kerala, India** March 2016 - March 2019  
Service Engineer
  - Provided technical support and maintenance for Dell products, ensuring a high rate of customer satisfaction.
  - Diagnosed and resolved hardware and software issues, reducing repair turnaround time by 20%.
  - Collaborated with the sales and customer service teams to address client concerns efficiently.

## Education

- Mahatma Gandhi University, Kerala, India** 2017  
Bachelor of Commerce  
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- Polytechnic College, Kerala, India** 2018  
Diploma in System Hardware  
A

## Skills

- Customer Service Management
- Leadership & Team Management
- Problem-Solving & Conflict Resolution
- Talabat Dashboard Management
- Sales & Client Relationship Management
- Process Improvement

## Reference

- Ratish Shankar**  
Lulu Hypermarket LLC  
General Manager  
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- **Muhammad Sadiq**  
Lulu Hypermarket LLC  
Manager  
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**Language**

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- English
- Hindi
- Tamil
- Malayalam

**Achievements & Awards**

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- Degree certificate attested by the UAE Ministry of Education.
- Consistently achieved a 95% customer issue resolution rate in a fast-paced environment.
- Increased positive customer feedback by 10% through targeted service improvements.