

SREEKUTTAN T A

CUSTOMER SERVICE REPRESENTATIVE

+971 543206477

sreekuttanta04@gmail.com

AL QIYADAH, DUBAI

OBJECTIVE

With over 10 years of diverse experience in sales supervision, customer service, personal assistance and call center representation, offer a dynamic skill set adaptable to various environments. proficient in trend forecasting, team management, administrative support, customer service and retail operations bring a proven track record of excellence and adaptability. ready to contribute effectively in any fast-paced setting, i am poised to make a significant impact

SKILLS

- Teamwork
- Time Management
- Leadership
- Effective Communication
- SEO & SEM
- Adaptability
- Creativity
- Warehouse Management
- Critical Thinking
- Problem Solving
- SMM
- Inventory Management
- Content Marketing
- Active Listening Skill

EXPERIENCE

03/2017 – 02/2019

Operation Supervisor

DHC International Gem Lab & Institute

Manage 30 of employees and gemologists to ensure smooth operations within the lab and institute. Ensuring that all gemstone testing and certification processes adhere to industry standards and protocols. Managing day to day activities within the gemological laboratory, including sample testing, data analysis, and report generation

11/2014 – 02/2017

Personal Assistant

Spectrum Soft-Tech Solutions Pvt.Ltd

Assisted to company executives or managers, including managing schedules, organizing meetings, and handling correspondence. Building and maintaining positive relationships with internal and external stakeholders, including clients, partners, and employees. Handling sensitive information with discretion and maintaining confidentiality. Improved response time by 90%

10/2013 – 08/2014

Call Center Representative

Volentra Info Solutions

Delivering exceptional customer service by addressing inquiries and resolving complaints in the telecommunications sector. Conducting outbound calls for follow-ups, promotions, or satisfaction surveys. Managed customer inquiries and complaints, achieving a 95% resolution rate

02/2009 – 09/2013

Sales Supervisor

Duty Free Mall

Manage and supervising sales associates and 10 floor staff to maintain smooth operations and deliver excellent customer service. Providing customer assistance, resolving complaints, and ensuring a positive shopping experience. Monitoring inventory levels, conducting stock checks, and coordinating restocking activities for product availability

EDUCATION

06/2013 – 03/2014

Higher Secondary

The National Institute of Open School, India

06/2013 – 03/2014

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EDUCATION

09/2023 – 11/2023

Warehouse Management System

School of Logistics & Business Studies

INTERNSHIP

02/2024 – 05/2024

Digital Markerting

Inmakes Infotech Pvt.Ltd

LANGUAGES

- ENGLISH
- MALAYALAM
- TAMIL
- HINDI

DECLARATION

I hereby declare that all the above information is correct and accurate