



# SEMEERKHAN K

Customer Relationship Management



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Al qusais ,Dubai ,UAE

## PROFILE INFO

Dynamic and results-driven Customer Relationship Management (CRM) professional with a solid foundation in computer technology. Skilled in leveraging CRM software to enhance customer satisfaction and drive business growth. Adept at analyzing customer data, managing relationships, and implementing strategies to optimize service and support. Proficient in utilizing various computer applications to streamline processes and improve efficiency.

## EXPERIENCE

### 2021 - 2022

MPIRE MOTORS SERVICE DEPARTMENT-TVM

#### Service Consultant

- Effectively communicated with customers to identify service requirements and recommended maintenance plans.
- Managed and maintained customer records and vehicle history, ensuring accurate and up to-date information.
- Ensured customer satisfaction by addressing concerns and resolving issues in a timely manner

### 2020 - 2021

MALANKARA SOCIAL SOCIETY TRIVANDRUM

#### Office Staff

- Managed daily operations of large office, including inventory management, filing, data entry, and customer relations.
- Developed administrative processes to streamline workflow and increase efficiency.
- Interacted with customers on a daily basis to answer inquiries and provide a high level of customer service.

## TECHNICAL SKILLS

### Efficient Data Management:

- Skill: Proficient in using CRM (Customer Relationship Management) software and other databases.
- Benefit: Quickly access and update customer information, track interactions, and ensure accurate records, leading to better customer service and follow-up

### Enhanced Problem-Solving:

- Skill: Skilled in troubleshooting common software and hardware issues.
- Benefit: Resolve technical problems efficiently, minimizing downtime and improving the overall customer experience.

## CERTIFICATIONS

- Advanced AWS Cloud architecture
- Windows server 2012 r2 administration
- Lan & Wan administration using cisco router switch
- Server, my sql, oracle
- Database administration sql

## PERSONEL PROFIE

- Nationality : Indian
- Date of Birth : 09-11-2000
- Marital Status : Single
- Passport No : W9787868
- Passport Issue : 03-03-2023
- Passport expiry : 02-03-2033
- Visa status : Visiting
- Visa expiry : Sep -25-2024

## EDUCATION

### Customer Relation Management

MSSS, Trivandrum

### It Field Services

Trinity Technologies, Trivandrum

### Higher secondary education(cs)

MMHSS, Kollam

## SKILLS

- Customer Service
- Observation
- Teamwork
- Time Management
- Computer Literacy
- Effective Communication
- Critical Thinking
- Active listening
- Positive attitude

## ACHIEVEMENT

National Cadet Corps B Certificate Holder

## LANGUAGES

English  
Malayalam  
Arabic (basic)