



Suraj Sunil

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KEY SKILLS

- Client Servicing
- Customer Service
- Time Management
- Hospitality Management
- Problem Solving & Organizational Skills

ACADEMICS

BBA – M.G University - Pursuing

Diploma Degree in Hospitality, Travel & Customer service- FrankFin Institute of Training, 2018

IT SKILLS

Advanced Excel, PowerPoint & MS Office

Certifications

Supply chain & Inventory Management – Operations & Logistics Basis '22 from Udemy

Travelport Galileo GDS Basis and Advance course '18 from Frankfinn

Customer Centric Executive

CAREER OBJECTIVE

My job is to make my customers and stakeholders see value in my offering and make my company win. Team Player, Inclusive result oriented who has experience in Hospitality management & Operational rigor.

Experience

Customer Service Executive
Lulu Group International

April 2022-February 2024

Handling Customer Calls, Allocation of deliveries Complaints and queries in a professional and timely manner.

- Maintained Up to date knowledge of products and services.
- Collaborated with cross Functional Teams to resolve complex customer issues and escalations.
- Managed customer refunds, exchanges, and returns, adhering to company policies and procedures.
- Managing 35 Cashier's & support staff including daily work schedules, monetary transactions upkeep & overall wellbeing
- Skilled in providing outstanding customer support to ensure customer satisfaction and maintain positive relationships.

Transaction Processing Associate

Conduent Business Pvt Limited, Cochin, India

- Managing customer related Queries within a set TAT.
- Resolved Various medical claim types for payment / denial
- Processed high priority bills that required instruction from the client and adjusted bills paid or denied correctly
- Operated phone system and / or alphanumeric keyboard for data entry
- Accurately pre-process checks according to customer specifications and departmental procedure.

Front Office Executive

Neighborhood hotel – Cochin, India

- Managed inbound booking reservations.
- Check in guest in an efficiently and friendly manner, Ascertains guest satisfaction during the stay.
- Ensure that all Guests receives cordial attention and encourage personal recognition of all guests.
- Coordination with other departments to ensure customer satisfaction and personal interest.
- Follow ups for customer's complaints and address the concerns to respective departments.