



YADHU KRISHNAN KR

CUSTOMER SERVICE REPRESENTATIVE

Dedicated and result oriented customer service representative with 4+ years of experience in the retail industry. Skilled in delivering exceptional customer experience by actively listening, understanding needs, and providing timely and effective solutions. Proficient in CRM software and multitasking in a fast-paced environment. Seeking a role in an MNC where I can upgrade my skills with time and take the company to the next level.



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Dubai, UAE



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SKILLS

Product knowledge

Customer service

communication

Organizing and planning

Time management

Responsiveness

Motivated and
Dedicated

Excel and Tally

LANGUAGES

English

Native or Bilingual Proficiency

Tamil

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Eager to acquire new
knowledge

WORK EXPERIENCE

SALES EXECUTIVE

KOMAL TRADING LLC

10/2022 - 10/2024

Dubai, UAE

Achievements/Tasks

- Maintained a positive, empathetic and professional attitude towards customers at all time.
- Conduct market research to identify selling possibilities and evaluate customer needs.
- Giving detailed answers to questions regarding inventory, sales and promotions.
- Negotiate/close deals and handle complaints or objections.
- Ensure the availability of stock for sales and demonstrations.
- Carefully checking and matching orders to cash shed details and recording them.
- Maintained outstanding stores condition and visual merchandising.

CASHIER

Reliance India Trends

01/2021 - 03/2022

Kerala, India

Achievements/Tasks

- Greet customers politely when entering or leaving the store.
- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Resolve customer complaints, guide them and provide relevant information.

CALL CENTER REPRESENTATIVE

INSIGHT CUSTOMER CALL SOLUTIONS LTD

02/2019 - 03/2020

New Delhi, India

Achievements/Tasks

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication scripts when handling different topics.
- Identify customers needs clarify information research every issue and provide solutions or alternatives.
- Seize opportunities to upsell products when they arise.

FRONT DESK RECEPTIONIST

SOPANAM HERITAGE

06/2018 - 01/2019

Achievements/Tasks

- Greet and welcome guests as soon as they arrive.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).

EDUCATION

HIGHER SECONDARY

NATIONAL INSTITUTE OF OPEN SCHOOLING

0/2018