

ADIL KARNORAKATH

CUSTOMER SERVICE OFFICER



CONTACT

- +971 56 289 1101
- adhil7482@gmail.com
- Dubai, UAE

SKILLS

- Customer Service
- Problem solving
- Technical knowledge
- positive attitude
- procurement
- internet

EXPERTISE

- ms office
- ms excel
- power point
- email
- language

EDUCATION

Bachelor of Arts

University of Calicut

2019-2022

Kerala, India

LANGUAGES

- English
- Arabic
- Hindii

PROFILE

Reliable customer service representative with background in providing professional and helpful support to new and existing clients. Friendly, hardworking and energetic communicator. Proven success at improving customer retention through exceptional service and account management. Offers excellent organizational and time management skills to complete tasks within deadlines.

WORK EXPERIENCE

customer service officer

Sairas agencies 2022-2024

- Followed up customer queries to check provided solutions met expectations.
- Resolved complaints with proactive problem-solving and analysis.
- Responded to customer queries and provided excellent customer service.
- Built positive customer rapport through friendly, professional communication.
- Provided professional and helpful support to new and existing clients.
- Improved customer satisfaction by providing prompt and efficient service.
- Managed difficult customer situations for maintaining company reputation.
- Delivered high-quality service with attention to detail and professionalism.

CERTIFICATIONS

- Cybersecurity and the Internet of Things** (Certificate course)
Kennesaw State University, Georgia
- Grammar and Punctuation** (Certificate course)
UCI, Authorized by University of California
- Introduction to Personal Branding** (Certificate course)
University of Virginia
- Russian Language** (Certificate course)
Tomsk State University