



# VYSAKH KRISHNAN



+ 971568755487



[vysakhkrishnan287@gmail.com](mailto:vysakhkrishnan287@gmail.com)

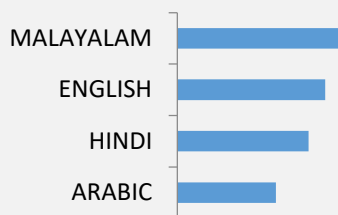


United Arab Emirates, Dubai

## Personal info

- DATE OF BIRTH  
07/01/1994
- NATIONALITY  
India
- VISA STATUS  
Employment visa

## Languages



## Skills

- Knowledge in SAP erp.
- Experience in FMCG
- experience in various ecommerce platforms,
- ALAIN CO-OP ONLINE, INSTASHOP, TALABAT, ELGROCER, SWAN APP, NOW NOW, DELIVEROO
- Communication skills.
- Strong problem-solving and analytical abilities.
- Highly organized with good time-management skills.
- Proven ability to work in a fast-paced environment.

## Objective

I am looking for a career, which would not only make the best use of my knowledge but also lead to continuous development of skills and abilities besides providing a competitive environment which values performance. I seek to achieve international exposure and refine my accounts abilities with mature professionalism.

## Experience

### AL-AIN CO-OP SOCIETY

January 2020-present

#### Supervisor

##### *Job responsibility*

- Training, coaching, and mentoring employees to ensure they are knowledgeable about company policies and can handle customer requests effectively.
- Monitoring employee performance to ensure that they are meeting established standards for quality service and productivity.
- Motivate and inspire others to work together to achieve a common goal.
- Assessing customer needs, providing information regarding available products, services, or solutions to meet those needs, and processing transactions.
- Following up with customers to ensure they are satisfied with their experience with the company and recommending additional products or services as needed.
- Providing feedback to management regarding organizational structure and process improvements in order to improve efficiency.
- Maintain accurate records to department head.
- Planning and execution of sales promotion activities.
- Updating sales report on daily bases.

### INFOWINDS SOLUTIONS LLP

2016 – 2018

#### TECHNICAL SUPPORT ENGINEER

##### *Job responsibility*

- Technical support for corporate applications and appliances.
- Maintaining and managing company IT asset inventory.
- Working with project team to develop and manage IT solutions.
- Research and identify solutions to software and hardware issues.
- Ask customers targeted questions to quickly understand the root of the problem.
- Create executive reports

- Keen eye for detail and accuracy.
- Knowledge in operating system, MS word & Excel.
- Design electronics circuit diagram and circuit board, Testing and troubleshooting

## Reference

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- Mr Philip George Daniel  
Area Manager  
Al ain cooperative society  
+971551144781
- Mr Sreejith V.J  
Director  
Infowinds solutions LLP  
+919663616122

## ALBARTSONS INTERNATIONAL PVT LTD SERVICE ENGINEER

2013 – 2014

### *Job responsibility*

- Troubleshooting, installation, maintenance and repair
- On designated equipment.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- Maintaining daily communications with customers to ensure resolution and proper follow-up.
- Working as a member of the local team to provide efficient service delivery to all accounts within assigned area.

## Qualification

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ELECTRONICS & COMMUNICATION  
Government of Kerala (KGCE) 2013

## Certificates

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NCVT – national certificate in modular employable skills

## Achievements

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- Employee of the month  
ALAIN CO-OP Aug. 2022
- Commitment & dedication to duty appreciation  
ALAIN CO-OP Jun. 2022

## Declaration

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I do declare that the above information one and true to the best of my knowledge.

**VYSAKH KRISHNAN**