



ARUN MATHEW SANKARATHIL

CONTACT

Abu hail, Dubai, UAE
+971 52 759 1991 / +971 55 358 5164
arunmathewsankarathil@gmail.com

EDUCATION

B.com: Computer Application, 06/2011
Mahatma Gandhi University

Tally 9.0: Accounts , 07/2011
Mahatma Gandhi University – Kerala, India

Adobe Photoshop ,Illustrator and MS office: Designing and Documentation, 06/2008
G-TEC – Kerala , India

SKILLS

- Excellent customer service
- Customer service-focused
- After-sales customer service
- Exceptional customer service
- Aggressive ,Hard working and dedicated
- Expertise in different currencies
- Strong written and verbal communication skills
- Leadership quality and team working capability
- Strong time management skills and ability to work under tight deadlines
- Proficient in MS office and Open Office

PROFESSIONAL SUMMARY

I wish to work with an organization, which gives more exposure and best standards where I can widen my knowledge base and work hard. To succeed in an environment of growth and excellence and earn job which provides me satisfaction and self- development and also achieve personal as well as organizational goals.

I am a Communicative Customer Service Executive experienced in solving problems and building great client rapport. Achieves high-volume call targets with dynamic and diligent approach. Enthusiastic team player and customer advocate.

WORK HISTORY

CUSTOMER SERVICE EXECUTIVE/CASHIER
Orient Exchange Co LLC – Dubai, UAE

12/2014 To 12/2022

- Buying and selling of foreign currencies
- Processing Fast Electronic Fund transfer
- Accepting cash and checks payments
- Dealing with and responding to customer complaints, and always ensuring that the customer leave satisfied
- Balancing of end-of-day reports against branch total transactions
- Trained more than 20 staffs in Customer Data Management System and cashiering
- Maintain a neat, tidy and orderly work area
- Identify referral opportunities and make relevant referrals
- Ensure compliance with all internal controls and established policies and procedures
- Maintain a neat, tidy and orderly work area.
- Exceeded targets by delivering comprehensive and consistent service.
- Warmly greeted customers with positive telephone etiquette, asking well-rounded questions to identify issues.
- Managed banking and accounts with expert finance knowledge.
- Increased client retention by 55% through outstanding account management.
- Responded to customer queries and provided excellent customer service.
- Managed relevant inboxes and office diaries.
- Signposted visitors based on individual needs.
- Improved customer retention by 60%, through service and account management.
- Maintained working knowledge of available products and services.
- Worked as a branch compliance officer to check all the CBUAE guidelines done by the branch
- Provided professional and helpful support to new and existing clients.
- Adhered strictly to policies and procedures for continued company compliance.

PERSONAL INFORMATION

DOB : 22- 02-1991

STATUS : MARRIED

NATIONALITY : INDIAN

Permanent Address :

Sankarathil puthenveedu

Thattayil P O

Adoor Kerala

India

PASSPORT DETAILS

Passport No :V6435661

EXP DATE : 06-05-2032

VISA : RESIDENCE VISA

REFERENCES

Available upon your request

- Thoroughly monitored compliance with customer service standards to maintain stellar industry reputation.
- Audited calls and service levels to maintain high standards.
- Resolved complaints with proactive problem-solving and analysis.
- Offered detailed product and service advice based on customer needs.
- Improved company processes by analysing customer feedback and service trends.
- Explained benefits and advantages of different product and service offerings to customers.
- Offered detailed advice on product and service benefits.
- Recorded and processed customer data accurately.
- De-escalated objections and disputes professionally to maintain customer satisfaction.
- Responded to and summarised customer complaints and feedback.
- Performed cashier duties, including balancing and end-of-day banking.

Customer Service Executive

05/2011 - 10/2012

UAE EXCHANGE FS PVT LTD - Pathanapuram, India

- Exceeded targets by delivering comprehensive and consistent service.
- Warmly greeted customers with positive telephone etiquette, asking well-rounded questions to identify issues.
- Updated account information after customer calls for well-maintained data accuracy.
- Improved company processes by analysing customer feedback and service trends.
- Escalated complex issues quickly to supervisors to avoid lost revenue.
- Upheld data accuracy on internal database.
- Answered and re-directed calls for swift resolution.
- Managed relevant inboxes and office diaries.
- Adhered strictly to policies and procedures for continued company compliance.
- Performed cashier duties, including balancing and end-of-day banking.
- Improved customer retention by 70%, through service and account management.
- Drove sales by verifying customers were constantly informed of latest products and services available.
- Supported continuous improvement initiatives, collecting customer feedback to inform future business processes.
- Signposted visitors based on individual needs.
- Recorded and processed customer data accurately.
- Offered detailed product and service advice based on customer needs.
- Explained benefits and advantages of different product and service offerings to customers.