



ABHISHEK V V

To work in a firm where I could learn, apply the knowledge and skills that would enable me to grow professional while fulfilling the organizational requirements.

CONTACT

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SKILLS

- Communication.
- Time Management.
- Cross selling/Up-Selling.
- Result oriented.
- Microsoft office.
- MS Excel, PowerPoint, Word
- Customer Complaint Management.

LANGUAGES

Malayalam: First Language

English: C2
Proficient

Hindi: C2
Proficient

Tamil: B2
Upper Intermediate

ADDITIONAL INFORMATION

- UAE Valid Driving License

EXPERIENCE

Customer Service Supervisor

Sharaf Exchange LLC - Abu Dhabi, UAE

- 08/2019 - Current
- Handle customer complaints, Provide appropriate solutions and alternatives within the time limits.
- Assisting customers with company offers, vouchers, and cross sell the company products.
- Building customer loyalty through open and interactive communication.
- Manage email correspondence and follow up.
- Meeting with corporate clients for WPS onboard and gathering the necessary paperwork.
- Creating and presenting month end branch performance reports.

Customer Relationship Officer

HDFC Sales Pvt Ltd - Bangalore, India

- 05/2018 - 05/2019
- Handling Mortgages and Product Portfolio.
- Customer Relationship Management.
- Area Mapping.
- Source Relationship Management.
- Tracking sales data to ensure the company meets sales quotas.
- Gathering builders for enhancing the relationship for the leads.
- Convert leads into business.

EDUCATION

2018

Master of Business Administration Marketing and Data Analytics

Viswesaraya Technological University - Bangalore

2016

Bachelor of Business Administration Computer Application

Kannur University - Kerala, India