



Nandu Prasad S

Customer Relationship Officer

Dedicated and customer-focused professional seeking to transition into a new career path that leverages my skills in customer service, safety management, and team collaboration. Eager to contribute my experience and enthusiasm to a dynamic organization

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📍 Dubai, United Arab Emirates

📅 09 August, 1996

EDUCATION

Bachelor's Degree Kerala University

08/2014 - 06/2018

Graduated

UAE EXPERIENCE

Sales Attendant Adnoc Distribution

09/2022 - Present

Dubai

Achievements/Tasks

- Provided exceptional customer service by greeting and assisting customers during fueling and payment processes
- Operated fuel pumps and accurately recorded fuel transactions
- Conducted routine safety inspections to ensure compliance with safety protocols and emergency procedures
- Managed the cleanliness and organization of the service station, maintaining a professional and inviting environment
- Collaborated with team members to achieve daily operational goals and maintain efficient operations

Customer Service Representative Nandilath Home Appliances

04/2019 - 09/2020

Kerala

Achievements/Tasks

- Act as the primary point of contact for customers, addressing their inquiries, concerns, and providing product information
- Handle customer complaints and issues with empathy and professionalism, aiming for swift resolution and customer satisfaction
- Stay updated on the products range and their features to effectively address customer inquiries and offer appropriate suggestions
- Escalating complex or unresolved issues to the appropriate department or supervisor for further investigation and resolution
- Keeping abreast of industry developments, new mobile devices, and emerging technologies to better assist customers and provide informed recommendations

SKILLS

Customer service

Safety compliance

Team collaboration

Cash handling

Problem-solving

Basic IT skills

Communication

CERTIFICATES

Basic Safety/Fire Fighting Training (2022)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Tamil

Full Professional Proficiency

INTEREST

Creative Pursuits

Technology and Innovation

Music

Eager To Learn