

ARJUN ANU P



Apartment no - 325, Royal Residence 1 📍

Dubai Sports City

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Objective

Highly motivated and customer-focused professional seeking a Customer Service Representative position, where I can utilize my excellent communication and interpersonal skills to provide exceptional service while adhering to company policies and procedures.

Experience

- **Square Soft Technology - Motor City** 6/05/2022 - Present
Customer Support Associate
 - Delivered fast and excellent customer service by following the Smile – Greet – Offer – Thank rule, resulting in increased customer satisfaction and loyalty.
 - Forward technical support requisitions to the Admin Office, ensuring timely resolution of technical issues.
 - Resolved customer complaints independently, demonstrating strong problem-solving skills and effectively diffusing tense situations to ensure customer retention.
 - Managed incoming telephone calls, providing transfer rates and necessary information to callers promptly and courteously.
- **SUTHERLAND** 5/11/2021 - 6/01/2022
AMAZON PROCESS ASSOCIATE
 - Communicating with customers and taking ownership of their problems
 - Effectively communicated with various departments and provided essential information as required, facilitating seamless interdepartmental operations.
 - Stayed updated with all announcements from the Head Office and Admin Office, promptly implementing changes and updates in daily operations.
 - Collecting accurate feedback from customer via proper communication and probing
 - Assist customers in placing orders, fulfilling refunds and handling exchanges
- **BTRAC** 19/04/2021 - 01/11/2021
Digital Marketing Trainee
 - Social media management
 - Creative content developing and writing
 - Search engine optimization
 - Measuring and creating performance reports of campaigns
 - Maintaining social media presence for the client
- **VIRUTCHAM MICRO FINANCE** 15/06/2020 - 17/10/2020
ASSISTANT BRANCH MANAGER
 - Communicating with different client group to provide information on microloans
 - Verifying client documents during appraisal for timely disbursement
 - Monitoring staff and guiding them to do quality sales and services
 - Verifying KYC documents and preparing daily report after verification
 - Actively promoted and cross-sold new products and services introduced by the company, resulting in increased revenue and customer engagement.
 - Maintained a clean and organized workplace, in compliance with office guidelines, contributing to a professional and welcoming environment for both customers and colleagues.
- **L&T FINANCIAL SERVICES** 12/07/2018 - 27/03/2020
FRONT LINE OFFICER
 - Proactively identified potential customers and business opportunities, contributing to the growth of the company's customer base.

- Training the potential borrowers
- KYC verification and updating information to the system
- Collected, organized, and maintained supporting documents in accordance with the uniform filing system and AML policies, facilitating efficient record-keeping and document transfer to the warehouse.
- Expressed training needs to the Branch Manager and participated in training programs, enhancing skills and knowledge to deliver improved service
- Handle incoming payments from borrowers, ensuring accurate application to the correct loan accounts.

Education

- **COLLEGE OF ENGINEERING THALASSERY** 2013-2017
ELECTRICAL AND ELECTRONICS ENGINEERING
72%
- **SN TRUST'S HIGHER SECONDARY SCHOOL THOTTADA** 2011-2013
Plus2
90.5%
- **ST MICHAEL'S ANGLO INDIAN HIGHER SECONDARY SCHOOL KANNUR** 2011
SSLC
84%

Skills

Excellent customer service skills Effective problem-solving and conflict resolution abilities
 Exceptional communication and interpersonal skills Detail-oriented and highly organized
 Ability to work independently and as part of a team Proficient in using office software and systems

Packages

- MS Word, MS PowerPoint, MS Excel

Interests

- Watching movies
- Listening music
- Reading books

Personal Details

- Date of Birth : 21/11/1995
- Marital Status : MARRIED
- Nationality : INDIAN
- LANGUAGE KNOWN : MALAYALAM, ENGLISH, HINDI
- Location : Sports City, UAE

Certifications

- Python Programming - ICT Academy of Kerala
- PLC and SCADA programming

DECLARATION

- I hereby declare that, the above mentioned statements are true to the best of my knowledge and belief.