

SNEETH S

Sharjah, UAE

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Career Objective

To be a part of a growing and reputed organization which provides opportunities for me to utilize my skills and knowledge and thereby contribute to the growth of the Organization and leads to my professional and personal growth.

Work Experience

- **Worked as Trainee customer service executive in Muthoot Fincorp**
From 30-12-2013 to 06-01-2015 (1year).
- **Worked as Associate customer service executive in Muthoot Fincorp**
From 06-01-2015 to 20-07-2018 (3.5 years).
- **Worked as Senior customer service executive in Muthoot Fincorp**
From 20-07-2018 to 31-01-2022 (3.5years).
- **Total 8 Years of experience as a Customer Care Executive.**

Duties:

- **Customer Support:** Helping and support to customers through various communication channels, such as phone, email, and in-person interactions.
- **Complaint Resolution:** Handling customer complaints and concerns, investigating issues, and resolving them to the satisfaction of the customer.
- **Product Knowledge:** Developing an in-depth understanding of the company's financial products and services to effectively address customer inquiries and provide accurate information.
- **Customer Education:** Educating customers about the company's products, services, and financial offerings, helping them make informed decisions.
- **Documentation and Record-Keeping:** Maintaining accurate and up-to-date customer records, transactions, and other documentation in compliance with company policies and regulations.
- **Cross-Selling and Upselling:** Identifying opportunities to promote additional financial products or services to customers based on their needs and interests.
- **Handling Inquiries:** Addressing general inquiries related to loan applications, interest rates, repayment options, and other financial queries.
- **Data Entry:** Accurately inputting customer information, loan details, and financial data into the company's systems.
- **Compliance:** Ensuring compliance with all relevant financial and legal regulations, including Know Your Customer (KYC) and Anti-Money Laundering (AML) requirements.
- **Team Leadership:** Also responsible for leading and supervising a team of customer service representatives, providing guidance and support.

- **Performance Reporting:** Compiling and generating reports on customer service metrics, including response times, resolution rates, and customer satisfaction.
- **Training and Development:** Assisting in the training and development of junior customer service representatives, ensuring they have the necessary skills and knowledge to perform their roles effectively.
- **Customer Retention:** Implementing strategies to enhance customer retention, such as creating loyalty programs and conducting customer feedback surveys.
- **Adherence to Service Standards:** Upholding the company's customer service standards and ensuring that service delivery aligns with organizational goals.
- **Feedback Collection:** Collecting and reporting customer feedback and suggestions for improving products and services.

Academics

Year	Course	Institution	Board of Exam	Result
2008	B.Sc. (Hotel management, catering technology & tourism)	Punjab Technical University	National council on vocational Training	61%
2005	12th (G.M.H.S.S,Varkala)	Higher Secondary Board	Higher Secondary Examination Kerala	54%
2002	SSLC (Muslim H S S), Edava,Varkala	Public Examination Board	Public Examinations Kerala	56%

Skills and Knowledge

- MS OFFICE(Excel,Word,PPT,Email)
- Relationship building and management.
- Service assistance
- Cash Management
- Daily Reports
- Sales and Marketing
- Safety Management
- Risk Assessment
- Safety Policies
- Incident Investigation
- Emergency Preparedness
- Hazardous Materials Management

Languages Known

- Malayalam – Mother tongue
- English
- Hindi
- Tamil

Personal Details

Name : Sneeth S
Gender : Male
Father's Name : Surendran Nair
Mother's Name : Anila Kumari
Date of Birth : 36yrs, 31-05-1987
Nationality : Indian
Passport No : T3737549
Passport Expiry : 09-08-2025
Visa Status : Visiting
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Willing to Join Immediately

Currently located in UAE with visiting visa valid up to 25 Dec 2023.
