



Anto Jose Padikkal

Senior Customer Service Executive

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As a seasoned professional with nearly a decade of managerial and customer service experience, I am committed to achieving the pinnacle of operational excellence and sustainable business growth. Transitioning from a Customer Service Executive to a Senior Customer Service Executive, I've continuously transformed challenges into milestones of professional development. Leading teams at Joyalukkas Exchange LLC, I've significantly improved branch profitability by streamlining cost management and optimizing revenue channels. I am passionate about employee development and have instituted a culture of excellence that has become the cornerstone of the organization. Armed with a balanced skill set combining rigorous financial management and an astute understanding of market dynamics, I am actively seeking a challenging managerial role to further leverage my skills and contribute significantly to organizational success.

SKILLS

Branch Management Operations Management Customer Service Client Relations Account Management
Administration Financial Analysis Marketing Strategies Budget Management Regulatory Compliance
Data Analytics Communications Problem Resolution Staff Training Records Management Risk Management
Strategic Planning Performance Reviews Time Management Workflow Management Team Leadership

WORK EXPERIENCE

Senior Customer Service Executive

Joyalukkas Exchange LLC, Oman

01/02/2017 - 10/12/2022

Achievements/Tasks

- Managed customer queries with diligence, ensuring timely and accurate solutions, thereby fortifying brand reputation.
- Conducted in-depth analysis of customer feedback, identifying key areas for service enhancement and training.
- Liaised with internal departments to streamline service workflows, achieving a marked reduction in issue resolution time.
- Provided comprehensive training to new hires, elevating the team's overall customer service competency.
- Executed targeted up-selling strategies during customer interactions, contributing to incremental revenue gains.

Customer Service Executive

Joyalukkas Exchange LLC, Oman

01/01/2016 - 31/01/2017

Achievements/Tasks

- Managed customer queries with diligence, ensuring timely and accurate solutions, thereby fortifying brand reputation.
- Conducted in-depth analysis of customer feedback, identifying key areas for service enhancement and training.
- Liaised with internal departments to streamline service workflows, achieving a marked reduction in issue resolution time.
- Provided comprehensive training to new hires, elevating the team's overall customer service competency.
- Executed targeted up-selling strategies during customer interactions, contributing to incremental revenue gains.

WORK EXPERIENCE

Customer Service Executive

Joyalukkas Exchange LLC, UAE

25/02/2014 - 31/12/2015

Achievements/Tasks

- Demonstrated mastery in managing high-volume customer inquiries during peak business hours.
- Engaged in proactive customer communication, preempting issues and offering solutions before escalation.
- Employed advanced CRM tools for customer segmentation, personalizing service delivery for diverse clientele.
- Participated in weekly team reviews, sharing best practices for handling complex customer service scenarios.
- Coordinated with the marketing department to disseminate promotional offers to targeted customer segments.

Customer Service Executive

Joyalukkas Exchange LLC, Kuwait

01/02/2014 - 25/02/2014

Achievements/Tasks

- Delivered exemplary customer service in a new market, quickly adapting to local consumer preferences.
- Conducted real-time problem-solving during customer interactions, achieving immediate issue resolution.
- Compiled daily service reports, providing essential data for operational assessment and strategy formulation.
- Liaised with branch management to implement customer service guidelines, ensuring uniform service quality.
- Collaborated with the training department to develop role-specific training modules for new customer service recruits.

Customer Service Executive

Joyalukkas Exchange LLC, UAE

01/01/2014 - 31/01/2014

Achievements/Tasks

- Spearheaded the onboarding of new customers, guiding them through product features and account setup.
- Maintained meticulous records of customer interactions, aiding in future service customization and dispute resolution.
- Conducted outbound calls to inform customers of new services, enhancing customer engagement and loyalty.
- Actively participated in customer service training programs, consistently exceeding performance benchmarks.
- Ensured strict compliance with regulatory guidelines during customer interactions, mitigating legal risks.

Business Developer and Computer Accountant

P.T Chakkunny & Associates, India

09/2012 - 09/2013,

Achievements/Tasks

- Navigated complex financial landscapes to generate fiscal reports that were more than just numbers—they were strategic assets; decoded the unique business needs of diverse clients, delivering not just solutions but also satisfaction.
- Cultivated a compliance-first culture within the finance department, minimizing audit risks and administering client accounts where attention to detail wasn't just a skill but an ethos, ensuring flawless financial documentation.
- Transformed client relationships from mere interactions to strategic partnerships, providing bespoke financial advisories.
- Bridged the gap between sales ambitions and market realities through data-backed contributions to acquisition strategies.
- Innovated business development paradigms that persuaded even the most skeptical stakeholders and reshaped executive viewpoints; harnessed cutting-edge accounting software to transmute raw data into actionable insights.
- Commandeered contract negotiations with a blend of diplomacy and assertiveness, safeguarding organizational interests.
- Plotted the company's fiscal trajectory with predictive budgeting, enabling preemptive adjustments to financial strategies.

WORK EXPERIENCE

Customer Service Executive
Serco BPO (Pvt) Ltd, BPO Services (Pvt) Ltd, India
09/2010 - 09/2012,

Achievements/Tasks

- Commanded inbound and outbound communication channels, setting the gold standard for client service in the industry.
- Troubleshoot customer issues with a flair for diplomacy and tact, elevating customer satisfaction to an art form.
- Overachieved performance metrics not as targets but as benchmarks for personal excellence, winning multiple accolades.
- Orchestrated account management with a 360-degree approach, fostering relationships that transcended contractual obligations.
- Delivered eloquent product pitches, turning features into benefits and benefits into customer commitments.
- Unearthed the root causes of billing discrepancies, not just fixing errors but also fortifying system integrity.
- Designed and installed service quality metrics, morphing abstract customer satisfaction into quantifiable KPIs.
- Liaised with IT teams to immunize the customer experience against technical glitches, minimizing service interruptions.
- Conducted customer feedback loops not as a procedural necessity but as a strategic tool for service innovation.
- Mentored new team members, not just teaching company policies but instilling a culture of customer-centric excellence.

EDUCATION

Bachelor of Science in Science Education
Garden City College
01/2005 - 01/2009

India

TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint & Outlook)

Tally ERP 9

Peachtree

QuickBooks

PERSONAL DETAILS

Date of Birth	12/ 09/ 1987	Gender	Male
Nationality	Indian	Driving License	Oman & India
Visa Status	Visit Visa (Valid till 05/02/2024)		

LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div></div>	Malayalam	<div><div></div><div></div><div></div><div></div><div></div></div>
Tamil	<div><div></div><div></div><div></div><div></div><div></div></div>	Hindi	<div><div></div><div></div><div></div><div></div><div></div></div>

REFERENCES

Available upon request.