



KRISHNADAS T

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Madinat Zayed St., Abu Dhabi City

FRONT DESK OPERATIONS SUPERVISOR

Experienced and results-driven professional with a proven track record in customer service and CRM management. Seeking the opportunity to leverage my skills and leadership abilities as a Front Desk CRM Supervisor at Lulu Hypermarket.

PERSONAL DETAILS AND LANGUAGES

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|------------------------------|----------------------|------------------|
| • Date of birth : 04/10/1997 | • English (Fluent) | • Tamil (Basic) |
| • Visa Status : Visit Visa | • Hindi (Fluent) | • Arabic (Basic) |
| • Passport No. : S0257448 | • Malayalam (Fluent) | |

STRENGTHS AND EXPERTISE

Proficiency in CRM & SAP
software and Microsoft
Office Suite

Excellent communication skills
and front end department
management

Team Leadership
Communication
Operations Management

PROFESSIONAL EXPERIENCE

Lulu group international - Khalidhya Mall, Abu Dhabi March 2020 - January 2024

Customer service supervisor

- Achieved targets in after-sales operations, managing customer service, home/shop deliveries, and CRM software.
- Acquired valuable customer service experience, handling returns, exchanges, Lost and Found management, credit sales, and effectively addressing customer complaints.
- Proficiently created and managed extended warranties, thereby enhancing customer satisfaction and loyalty.

Lulu group international - Khalidhya Mall, Abu Dhabi January 2019 - March 2020

Cashier

- Operated POS system, processed transactions, and ensured accurate inventory management.
- Provided excellent customer service and upheld company standards for cash handling and sales procedures.

Aditya Birla Fashion Retail LTD - Ernakulam, Kerala, India February 2017 - December 2019

Sales man with cashier

- Held dual roles as a salesman and cashier, demonstrating expertise in sales and cashier operations.
- Provided exceptional customer service, utilized cross-selling techniques, and efficiently managed cash transactions.

EDUCATION

NIE Malabar Technical Institute - Nilambur, Malappuram, Kerala, India July 2015 - May 2016

Diploma in A/C & Refrigeration Engineering

GOV Crescent Higher Secondary School - Kalikavu, Kerala, India June 2013 - December 2015

Higher secondary examination (Humanities)