



ABHIJITH R

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Address: Sharjah - UAE

**"Results-Driven Operations &
Customer Service Professional"**

CORE COMPETENCIES

- ❖ Operations Management
- ❖ Customer Service
- ❖ Team Leadership
- ❖ Process Optimization
- ❖ Strategic Planning
- ❖ Financial Analysis
- ❖ Logistics Management
- ❖ Cross-Functional Collaboration
- ❖ Problem Solving
- ❖ Multitasking
- ❖ Communication Skills
- ❖ Data Analysis

EDUCATION

- ❖ **Master of Business Administration (MBA) in Finance & Logistics Management | Nehru College of Management Studies, Bharathiar University, India**
2015 - 2017
- ❖ **Bachelor of Business Administration (BBA) in Finance & Marketing Management | MG University, India**
2012 - 2015

EXECUTIVE SUMMARY

Dynamic and results-oriented professional with a strong background in customer service and operations management across diverse industries. Proven track record of optimizing processes, driving team performance, and delivering exceptional results. Skilled in strategic planning, problem-solving, and fostering collaborative relationships to achieve organizational objectives. Adept at multitasking in fast-paced environments and adept in utilizing technology to streamline operations. Seeking a challenging role to leverage expertise in finance, logistics, and customer service to drive organizational success.

EXPERIENCE

Operation Executive

Freight Tiger Commerce Solution Private Limited, Mumbai, Maharashtra

December 2022 – April 2024

- Streamlined operational workflows to improve efficiency by resulting in cost savings.
- Developed and implemented customer service protocols to enhance client satisfaction and retention.
- Conducted regular performance evaluations of team members to identify areas for improvement and provide targeted coaching.
- Collaborated with cross-functional teams to resolve escalated issues and ensure seamless service delivery.
- Prepared comprehensive reports and analytics to track key performance indicators and inform strategic decision-making.
- Acted as a liaison between upper management and frontline staff, facilitating communication and promoting a positive work environment.

Customer Service & Operation Executive

Joyalukas Money Exchange, Sharjah, U.A.E.

May 2019 - October 2022

- Managed a high-volume customer service desk, handling inquiries, complaints, and feedback with professionalism and tact.
- Led a team of customer service representatives, providing training and guidance to ensure consistent service excellence.
- Implemented process improvements that reduced customer wait times and increased overall satisfaction scores.
- Conducted regular quality assurance audits to monitor service standards and identify areas for improvement.
- Coordinated with finance and compliance departments to ensure adherence to regulatory requirements and company policies.
- Developed and executed marketing campaigns to promote new products and services, resulting the increase in revenue.

Operation Executive | L&T Financial Services Pvt Ltd

March 2018 - December 2018

- Oversaw the day-to-day operations of the branch office, including customer service, sales, and administrative functions.
- Managed a portfolio of client accounts, providing personalized financial advice and solutions to meet their investment goals.
- Conducted market research and analysis to identify new business opportunities and trends in the financial services industry.
- Coordinated with internal stakeholders to implement process improvements and enhance operational efficiency.
- prepared financial reports and presentations for senior management, highlighting key performance metrics and strategic insights.

- Participated in training programs and workshops to stay updated on industry best practices and regulatory changes.

Operation Executive | Rivigo Logistics Pvt. Ltd August 2017 - January 2018

- Monitored and tracked shipment progress using logistics software, ensuring timely delivery and fulfillment of customer orders.
- Collaborated with warehouse and transportation teams to optimize inventory management and distribution processes.
- Resolved customer queries and complaints regarding shipment status, delivery delays, and damages.
- Conducted regular performance reviews of logistics partners and vendors to ensure service level agreements were met.
- Implemented safety protocols and quality control measures to minimize accidents and product damage during transit.
- Analyzed transportation data to identify cost-saving opportunities and improve route efficiency.

SKILLS & STRENGTHS

- Proficient in latest Windows Operating Systems and Microsoft Office Suite.
- Experienced in ERP Software, particularly Tally.
- Strong communication skills in English, Hindi, Tamil, and Malayalam.
- Detail-oriented with excellent multitasking abilities.
- Strong analytical and problem-solving skills.
- Proven leadership and team management capabilities.

PERSONAL DETAILS

- **Age:** 30 Years
- **Nationality:** Indian
- **Marital Status:** Single
- **Visa Status:** visit visa

DECLARATION

I declare that all the above facts are true to the best of my knowledge and I abide to work with the standards and company rules to prove myself as an ideal official.

Abhijith.R