



Arun Kuriakose Jacob

CONTACT

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SKILLS

• MS Office - Word • MS Office - Excel
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LANGUAGES

• English • Malayalam • Hindi

OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

EXPERIENCE

- | | |
|--|----------------|
| Customer Service Officer | 05th January |
| Emirates India International Exchange | 2023 - 30th |
| • Greeting the customers entering the branch to understand what each customer wants and needs. | April 2024 |
| • Established strong credibility with customers by providing accurate information to address concerns regarding their transactions and company products. | |
| • Maximised customers satisfaction by catering a day to day calls to address client concerns. | |
| • Processing daily customers including deposits withdrawals and money transfer. | |
| • Politely assisting customers through telephone. | |
| • Investigation and resolved customers inquires and complaints in a timely and empathetic manner. | |
| Sales Officer | 20th June 2022 |
| HARDLEYS INGREDIENTS PVT LTD KOCHI, | - 28th |
| VENGOLA | December 2023 |
| • Visit existing customers and new customers and access customers needs and suggest appropriate products and services. | |
| • Respond to customer enquiries and conclude sales orders to meet established revenue targets. | |
| • Generate weekly sales report, weekly visit reports and keep customers feedback. | |
| Customer Service Executive | 13th January |
| AIKN Ignatius Engineering Consultancy | 2020 - 31st |
| • Manage email correspondence and handles incoming and outgoing mail. | April 2022 |

- Answer and managed incoming and outgoing calls while recording accurate messages for distribution and allocation of labours.
- Build and maintain excellent client relationship through timely response to inquires and going above and beyond to accommodate unusual request.
- Reviews budget reports and assist other departments to prepare annual budget.

EDUCATION

SSLC St. Peter's Higher Secondary School, Kolenchery 72%	2014-2015
Plus 2 Ebenezer Higher Secondary School, Veettor 67%	2015-2017
Bachelor Of Commerce St. Thomas Arts and Science College, Puthencuriz 47%	2017-2020
Diploma in Elementary Education St. Peter's Teachers Training College, Kolenchery 76%	2020-2022

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

PERSONAL DETAILS

Nationality : Indian
Date Of Birth : 19th August,1999
Passport Number : U6860052
Visa Status : Visit Visa

KEY SKILLS

- Leadership
- Poked under pressure
- Organization Skill
- Communication Skill
- Customer Oriented