



GLADSON JOY T

CUSTOMER SUPPORT SPECIALIST

PROFILE

Enthusiastic and reliable cashier, dedicated to providing excellent customer service with a smile. Organized, detail oriented, and experienced in properly handling daily accounts and managing inventory. Several years of experience in various retail and financial settings with a proven track record of job success.

WORK EXPERIENCE

● Vanithas Group Co., Kerala, India

Cashier cum Sales Support

2022-24

- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Cross-sell products and introduce new ones.
- Resolve customer complaints, guide them and provide relevant information.
- Greet customers when entering or leaving the store.
- Maintain clean and tidy checkout areas.
- Track transactions base on order numbers and report any discrepancies.
- Handle merchandise returns and exchanges.

● Joyalukkas Money Exchange, Muscat, Oman

Cashier cum Front Line Associate

2016-22

- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensuring all tasks and checks are completed.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provides support and information to customers, over the counter and by phone.
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day.

● Royal United, Dubai, United Arab Emirates

2015-16

IT Assistant

- Investigate, troubleshoot and resolve daily issues related to workstations, peripherals, phones, mobile devices, operating systems, and applications.
- Provide installation, configuration, and support of desktop computers, peripheral equipment and software.
- Collaborate with the Infrastructure & Web Applications teams to resolve complex issues.
- Ensure efficient Operations of the desktop computing environment

● Techpool Solution, Bengaluru, India

2014-15

Desktop L1 Support Engineer

- Address user tickets regarding hardware, software and networking.
- Walk customers through installing applications and computer peripherals.
- Ask targeted questions to diagnose problems.
- Guide users with simple, step-by-step instructions.
- Conduct remote troubleshooting.
- Test alternative pathways until you resolve an issue.
- Customize desktop applications to meet user needs.
- Record technical issues and solutions in logs of ERP system.
- Direct unresolved issues to the next level of support personnel.
- Follow up with clients to ensure their systems are functional.

CONTACT

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Rashidiyah, Dubai, UAE

Passport no. B8364947

Visa Status - Visiting

Visa Expiry Date- 25-07-2024

EDUCATION

2013

BHARATHIAR UNIVERSITY

- Master in Computer Science

2011

BHARATHIAR UNIVERSITY

- Bachelor in Computer Science

HARD SKILLS

- Financial & Risk Management
- Sales & Marketing
- Operation & Regulatory compliance
- Forex with Analytical skills
- Technology Proficiency

SOFT SKILLS

- Emotional Intelligence
- Conflict Resolution
- Team Building & Customer Management
- Multi-tasking

LANGUAGES

- English
- Malayalam
- Tamil
- Hindi
- Arabic