




# RAHUL RADHAKRISHNAN



## CONTACT

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## OBJECTIVE

To enhance operational efficiency and productivity, contributing to increased profitability and growth. I aim to leverage my expertise, work ethic, and problem-solving skills to streamline processes, identify improvements, and drive sustained productivity gains.

## SKILLS

- Strong communication and leadership skills
- Customer service excellence
- Problem-solving and conflict resolution

## REFERENCE

- **Ratish shankar - General Manager**  
Lulu Hypermarket LLC  
ratishs@ae.lulumea.com  
+971502900184
- **Muhammed Sadiq - Manager**  
Lulu Hypermarket LLC  
smkt2410@ae.lulumea.com  
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## LANGUAGE

- ✓ Malayalam
- ✓ English
- ✓ Tamil
- ✓ Hindi

## EXPERIENCE

**Lulu Group International LLC, UAE** Feb 2022 - Mar 2024  
Customer service supervisor

- Supervised a team of 15 customer service representatives, ensuring exceptional service delivery.
- Resolved escalated customer issues, achieving a 95% resolution rate.
- Monitored and analyzed customer satisfaction surveys, resulting in a 10% increase in positive feedback.
- Implemented process improvements that reduced customer wait times by 15%.
- Collaborated with other departments to address and resolve customer concerns effectively.

**Mech engineers corporation, INDIA** Jan 2018 - Aug 2021  
Sales manager

- Developed and executed strategic sales plans that increased company revenue by 25%.
- Managed a sales team of 10, consistently achieving or exceeding sales targets.
- Identified and secured new business opportunities, contributing to a 30% growth in client base.
- Maintained strong relationships with key clients, resulting in a 15% increase in customer retention.
- Provided exceptional customer service, enhancing overall client satisfaction.

**Dell Technologies, INDIA** Nov 2014 - Dec 2017  
Service Engineer

- Designed, tested, and implemented computer hardware components, ensuring high compatibility and performance.
- Worked closely with software engineers to resolve hardware- software compatibility issues.
- Collaborated with project managers to develop technical specifications and create prototypes.
- Troubleshooted and resolved hardware issues, reducing downtime by 20%.

## EDUCATION

**Mahatma Gandhi University (MGU)** 2017  
Co-operation in Bachelor of commerce  
B

**Polytechnic College** 2018  
System Hardware Dipoma  
A

## NOTE

- Please note that my degree certificate is attested by the UAE Ministry of Education, which signifies its authenticity and recognition in the UAE.
- Note: My visit visa is valid until the 22nd of october 2024.