

# VIJEESH DAS K

## CUSTOMER SERVICE EXECUTIVE / CASHIER

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## PROFILE

Experienced and results-driven Customer Service Executive with a demonstrated history in providing high-quality support across various industries. Proficient in handling customer inquiries, troubleshooting issues and ensuring timely resolutions through effective communication and CRM tools. Skilled in managing customer accounts, processing loan applications and assisting with service activations and billing inquiries. Cash reconciliation analyst with the background of financial analyst intended to join a growing entrepreneurial organization as part of the Executive team. Cashier with a strong background in maintaining cash and bank registers for daily matching.

## WORK EXPERIENCE

### CUSTOMER SERVICE EXECUTIVE – BAJAJ FINSERV (QUESS CORP LTD)

03/2023 – 01/2025 VALANCHERY, INDIA

- Assist customers in inquiries related to financial products and services, providing accurate and timely solutions.
- Establishing and maintaining long-lasting relationships with customers for business enhancement.
- Handle customer complaints and issues, ensuring effective resolution and satisfaction.
- Process customer transactions, including loan applications, payments and account changes.
- Maintain up-to-date records of customer interactions and feedback in CRM systems.
- Training staff in customer service and other operational activities.
- Collaborate with colleagues to determine areas for improvement, review departmental performance and develop ideas for better service to customers.

### CUSTOMER SERVICE EXECUTIVE – VI INDIA LTD

09/2022 – 03/2023 MALAPPURAM, INDIA

- Delivered high-quality support through multiple communication channels including phone, email and live chat, addressing customer queries.
- Assisted customers with network issues, service activations, billing inquiries and troubleshooting device-related problems.
- Managed customer interactions and tracked service requests using CRM tools, ensuring timely follow-ups and case resolutions.

- Implemented strategic sales techniques that effectively boosted sales.
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## **BD EXECUTIVE / CASHIER - UNIMONI FS LTD**

09/2017 – 01/2020 PERINTHALMANNA, INDIA

- Cashier with a strong background in maintaining cash and bank registers for daily matching.
- Performs end of the day by balancing of cash with 100% accuracy.
- Technical expertise in day book preparation in daily cash reconciliation and depositing.
- Dealt with foreign currencies and cashiering operations.
- Dealt With Multi-Currencies Transactions.
- Single handedly managed cash reconciliation and forex regulations.
- Practical and theoretical exposures in cash reserve maintenance Planning.
- Experience In Sales and Marketing of Various Value-Added Products.

## **EDUCATION**

### **GRADUATE IN BA ENGLISH LANGUAGE AND LITERATURE**

07/2013 – 03/2016 -University of Calicut / India

## **ACHIEVEMENTS**

### **Sales Achievement Award**

Achieved 100% sales target and became regional topper.

### **Customer Satisfaction Excellence**

Achieved a 25% increase in customer satisfaction scores by efficiently resolving customer issues.

### **Perfect Audit Record**

Maintained a perfect record during internal audits, ensuring compliance and accuracy in vault operations.

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## **SKILLS**

- Confident and determined.
  - Customer Relationship Management
  - Service Troubleshooting
  - The ability to work under pressure and to meet tight deadlines.
  - Effective marketing.
  - Ability to handle large amount of cash.
  - Operability and commitment.
  - Adaptability and flexibility.
  - Ability to motivate staff and builds good relationships.
  - The ability to follow instructions and deliver quality results.
  - Good manners
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## LANGUAGES

English -Malayalam -Hindi

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## PERSONAL DETAILS

Date of birth : 28.12.1995

Nationality : India

Gender : Male

Marital Status : Married

Visa : Visiting Visa

Visa Expiry : 10-03-2025