

# JEBY M JAMES

CUSTOMER RELATION EXECUTIVE

## PROFESSIONAL SUMMARY

Dynamic and results-driven Customer Service Specialist with experience in delivering exceptional support and building strong client relationships across diverse industries. Adept at handling high-volume inquiries, resolving issues efficiently, and driving customer satisfaction through active listening, empathy, and clear communication. Skilled in CRM systems, conflict resolution, and cross-functional collaboration. Passionate about creating seamless customer experiences and contributing to team success in fast-paced environments.

## CONTACT

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## WORK EXPERIENCE

### Business Development Officer | 2024-2025

Muthoot Finance

- Develop and maintain client relationships to ensure long-term partnerships and repeat business.
- Gather client feedback to improve products, services, and customer experience.
- Resolve client issues in collaboration with support teams, ensuring timely and effective solutions.

### Junior Consultant | 2024

Riya Travels

- Consult with clients to understand travel needs, preferences, and budgets.
- Handle customer inquiries and complaints with professionalism and empathy.
- Coordinate with suppliers (airlines, hotels, tour operators) to confirm bookings and resolve issues.

## ACADEMIC HISTORY

### Sted Council | 2023-2024

Diploma in Airport Management

- GPA: 7.5
- Worked as a Hospitality Volunteer in Nayara Conference

### Kerala University | 2020-2023

Bachelor of Commerce in Tourism and Travel Management

- GPA: 5.4
- Volunteer in National Service Scheme
- Held a leadership role in a group project

## CERTIFICATION

### Project | 2022

Project on Integrated Child Development Scheme

### Computer Reservation System | 2023

Certification in CRS in GALILEO

### Airport Operations (CIAL) | 2024

Attended one day workshop on Airport Operations

### Travel and Tourism | 2023

Diploma Certification in Travel and Tourism