



Deepu Thulaseedas

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CAREER OBJECTIVE

- To dedicate my participation in the growth of an esteemed organization by making the career that provides a challenging work culture and opportunities to work for the fullest extent.
- Willing to work as a key player in challenging & creative environment.
- To become an integral part of globally reputed firm so that I can utilize my skills and talents for the maximum benefit of the organization.

STRENGTH

- 10 more years of experience providing customer support.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively.

CORE COMPETENCIES

- Excellent communication skills.
- Dedicated and service minded.
- Good team spirit.
- Ability to analyze problems and issues.
- Fast Learner, willing to shoulder challenges and responsibilities.
- Self-motivated.

AREAS OF INTEREST

- Team Management
- Customer Care
- Administration

EXPERIENCE HIGHLIGHTS

Cashier Clerk at Koodaram Restaurant,Shabia 11,Mussafah,Abudhabi.

Duration: October 2020 to till.

- Offering exceptional Customer service and ensuring customer satisfaction on the reception counter.
- Resolve customer complaints and seeking creative suggestions to improve customer satisfaction.
- Answering phone calls to deliver orders and coordinating with the other staffs.
- Responsible for a balanced cash drawer on the opening and closing of shifts.

Team Leader at BoMTV.Inc, Cochin, Kerala

Duration: June 2016 to March 2020.

- Determine quality standards by studying inbound and outbound calls and customer service presentations.
- Monitoring feedback for external vendor programs; conducting monthly help sessions.
- Directs quality initiatives by requiring adherence to quality assurance policies and procedures; developing new models; implementing changes.
- Contributes to team effort by accomplishing related results as needed.

Sales and support Officer UAE Exchange Ltd, Ernakulam, Kerala**Duration: January 2014 to June 2016**

- Aggressively identifying and capturing new business opportunities to achieve sales target.
- Ensure all customer inquiries and complaints are handled promptly and efficiently.
- Solving customer queries and complaints.
- Updating customer database, preparing and maintaining reports and keep track of customer issues and resolutions.

Process Associate, Support at BoMTV.Inc, Cochin, Kerala**Duration: June 2006 to June 2013**

- Handling inbound calls and solving customer queries and complaints. Answer phone calls, interpret problems and keep track of issues and resolutions.
- Updating customer database and supervising the call center team.

Sales executive at Vahini Autos, Pallimukku, Kollam**Duration: August 2003 to November 2005**

- Kerala, which is a leading dealership of PIAGGIO Diesel three wheelers and Honda two wheelers.
- Develop new sales opportunities with new and existing leads.
- Activities to introduce the new product and to increase the share of existing products.
- Convert the leads to sales according to monthly targets.
- Support the customers with choosing the appropriate financiers with their eligibility.

ACADEMIC PROFILE

Course	Board/University	Institution	Year of Completion
BA Economics	Kerala	DBC Sasthamcottah	2003
HSC	Kerala	GHSS Chavara	2000
SSLC	Kerala	GHSS Chavara	1998

COMPUTER KNOWLEDGE

MS Office

PERSONAL DETAILS

Father's Name	:	Thulasee Das. C.V
Date of Birth & Age	:	25-05-1983, 36 Years
Sex	:	Male
Nationality	:	Indian
Marital Status	:	Married
Religion	:	Hindu
Languages known	:	English, Hindi, Malayalam
Passport Number	:	S2029621
Passport Expiry Date	:	01/05/2028
Visa Status	:	Workvisa

DECLARATION

I do hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Deepu Thulaseedas

Date :

Place : UAE