



ROCKSY PAUL
MANDIYAN

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Discovery gardens St. 3,
Jebel Ali, Dubai United Arab
Emirates

PROFESSIONAL SUMMARY

Enhance team performance and maximize customer satisfaction by strategically managing calls and implementing process improvement. Talented leader offering top-notch abilities in program management, interpersonal communication and administrative oversight. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

SKILLS

- Customer service
- Product knowledge
- Data entry
- Inventory control
- Customer complaint resolution
- Customer needs assessments
- Complaint documentation
- Service upselling
- Retail marketing
- Customer consulting

EXPERIENCE

Sales Associate, Landmark Group LLC, May 2018 - May 2019, Jebel Ali, Dubai United Arab Emirates

- Provided accurate information to help customers quickly navigate store and acquire items for purchase.
- Supported company mission and values through honesty, integrity, and high-quality performance.
- Answered clients' questions and presented product value propositions to promote purchases.
- Provided solutions, recommendations, and replacements with empathy and positive feedback
- Assisted customers to place orders online through company website.
- Engaged with customers to understand and resolve issues and answer product questions.
- Met sales and revenue goals through cold-calling and customer rewards programs.
- Placed and answered phone calls and listened to complaints, feedback, and feature requests for future improvement.

Fire and Safety Officer, Western India Plywoods, LTD, Jan 2017 - Jan 2018, Kannur, Kerala India

- Analysed processes to devise methods for reducing workplace injuries, accidents, and illnesses.
- Effective practice on the Safety aspects of continuous process plant.
- Administrated the technical security of the construction sites.
- Monitored environmental conditions with manual and integrated systems to protect personnel from harm.

EDUCATION

Bachelor of Arts, English literature	Aug 2022
KANNUR UNIVERSITY - Kannur, Kerala, United Arab Emirates	
DIPLOMA IN INDIAN AND FOREIGN ACCOUNTING	Oct 2019
WINSTUD ACADEMY - Kannur, Kerala, India	
Diploma in Fire and Safety	Dec 2016
TUV Rheinland N.I.F.E - Kannur, Kerala, India	