



Sunil Soman

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Passport details
Passport Number: U9082783

Visa Details
Visit Visa - Expiry date: May 30/2021

Additional Skills

- Microsoft Word, Excel, PowerPoint
- CRM tools
- Quick learner
- Leadership skill
- Great communicator, Team player

Professional Summary

Obtain a job as Senior sales, Customer support or Guest relations executive where I can use my exceptional and communication skills to resolve customer issues and maintain a positive relationship between the customers and the company.

Work Experience

04/2018- 02/2021

HTIC Global, Kerala- (Cross road insurance brokers LLC -Deira, Dubai).

SENIOR SALES EXECUTIVE

- Promotes client products on UAE motor insurance.
- Resolves customer quires and complaints regarding motor and medical insurance.
- After sales support for motor and medical insurance.
- Following up with underwriting team regarding the issuance and claim of motor and medical insurance.

04/2017- 11/2017

VPS health care (Occumed Clinic LLC), Abu Dhabi, U.A.E

GUEST RELATIONS EXECUTIVE

- Coordination of hospitals under VPS healthcare.
- Inspecting, quality and maintenance of hospitals under VPS health care.
- Assisting high profile clients from entry to exit.

05/2014- 12/2016

Powertech call Centre LLP, Bangalore, Karnataka, India

SENIOR CUSTOMER SERVICE ASSOCIATE

- Managing a team of representatives offering customer support.
- Resolving customer complaints and quires.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.

02/2012- 01/2014

Sutherland Global Services, Kochi, Kerala, India

TECHNICAL SUPPORT EXECUTIVE

- Providing technical support to end-users via remote support.
- Diagnose and resolve technical software issues.
- Troubleshoot and resolve client's tech issues related to Product, Virus & Malware Intrusion etc.
- Provide Online/Offline Technical Support to National/International Customers (APAC region).

Education

04/2011- 05/2012

National Academy for Professional Training, Manjeri, Malappuram, Kerala, India

Diploma in Fire and Safety Engineering.

09/2007- 03/2011

Anna University Chennai, Tamil Nadu, India

Bachelor of Electronics and Communication Engineering

05/2005- 03/2007

St. Josephs Higher Secondary School, Kozhikode, Kerala, India

Higher Secondary Education

01/2004- 03/2005

Silver Hills Higher Secondary School, Kozhikode, Kerala, India

Secondary Education

Languages

English – High proficient in speaking and writing

Hindi – Working Knowledge