



PROFILE

Customer Relations Manager with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees' and guests' needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

ADDRESS

Al Rigga,Dubai,UAE

CONTACT

PHONE:
+971 547615590

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dhanusmdhanu@gmail.com

ACTIVITIES AND INTERESTS

Reading
Research
Anchoring
Travel
Great food

DHANALAKSHMI.S

WORK EXPERIENCE

CUSTOMER REALTIONS MANAGER JUICE WORLD, DUBAI UAE. (JUNE 2018- PRESENT)

- Analyzing and preparation of new marketing ways to build a better relationship with customers.
- Established and maintained relationships with individual and business customers and provided assistance with problems they encountered.
- Giving training to co-workers, and providing information about the potential customers and the importance of customer satisfaction.
- Arranging staff meeting.
- Resolve customer and staff complaints.
- Supervising and managing the customer service team.
- Participate in public event for the promotion of the company.
- Giving suggestion for product improvement

SAMSUNG CUSTOMER EXECUTIVE ALLSEC TECHNOLOGIES,INDIA. (2017- 2018)

- Answer calls professionally to provide information about products and services.
- Handle customer complaints, provide appropriate solutions and alternative within the time limits; follow up to ensure resolution
- Provide accurate, valid and complete information by using the right method/tools
- Generating sales leads that develop into new customers
- Build sustainable relationships and trust with customer accounts through open and interactive communication .
- Keep records of customer interactions, process customer accounts and file documents.
- Made sure customer felt appreciated and encouraged their continued support

EDUCATION

- Diploma in IATA Travel and Tourism Consultant (2016)
- Bachelor of commerce in Travel and Tourism– In House Aviation Academy, Cochin , India (2014- 2017)
- Galileo C.R.S
- H.S.E-Rajashri Memorial Higher Secondary School(2013-2014)

ACTIVITIES UNDERTAKEN

- Participated in the workshop in AIRPORTS/ TERMINALS SYSTEMS & PROCEDURES
- A study on Passenger Management In Airline Field Cochin International Airport

KEYSKILLS AND CHARACTERISTICS

- Petty Cash Management
- Friendly, courteous, and service oriented
- Poised under pressure
- Staff Training & Coaching
- Solid written and verbal communicator
- Leadership
- Presentation
- Team work
- Time Management
- Customer Handling

PERSONAL DETAILS

- | | |
|-------------------|-----------------------------|
| • Date of Birth | : 14/11/1996 |
| • Parent Name | : A Sampath |
| • Marital Status | : Single |
| • Sex | : Female |
| • Nationality | : Indian |
| • Languages known | : English, MalayalamTamil |
| • Visa | : Employment (Transferable) |

DECLARATION

I certify that all the information above is correct and references are available if they are needed hoping that my experience will be useful to you.

Place:

Date:

Dhanalakshmi