



Rahul Sreekumar

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Result driven **MBA** graduate, Specialising in **customer service, logistics and operations** with **dynamic multinational experience** in varied industries including **Hospitality, Ports & Freight Forwarding**.

EXPERIENCE

Shara Textiles – Trivandrum , India – Customer Service Executive

January - December 2020

- Managing customer requirements Over calls/emails
- Assisting with customer complaints
- Handling promotional campaigns on social media

Top Most freight Solutions , Dubai – Intern

March - May 2019

- Handling incoming/outgoing shipments from forwarders or suppliers in an orderly manner.
- Assisting checking in and counting of cargoes as well as ensuring there are no damages.
- Helping accounts department with book keeping, tallying of income statements etc.
- Working closely with Sales, Pricing and other support teams to assure customer satisfaction.

Ever fast freight forwarders, Chennai – Intern

Feb - May 2018

- Effectively handling cargo operations and documentation processes.
- Ensuring the timely arrival of the shipments & receiving incoming shipments.
- Leading customer service efforts including making bookings, keeping records of customer interactions, transactions, complaints, comments as well as actions taken.

Le Meridien Hotel, Abu Dhabi – Front Office Executive

April - Dec 2016

- Greeting, assisting guests and ensuring all arrangements with respect to their transport, hotel, meeting rooms etc are fulfilled.
- Assisting the team with data input of routine reports and filing.
- Processing all incoming and outgoing calls accurately and courteously.
- Responding to guest complaints in a professional courteous manner.
- Encouraging more business through meaningful engagement and a commitment to managing guest client relations.

Globe Ground India, Bangalore — *Passenger Service Agent*

April 2014 - Nov 2015

- Issuing boarding passes, scanning bags / other personal belongings, guiding passengers to their gates, and most importantly pleasing them with personalised interactions.
- Assisting the passengers in case of forgotten belongings, misplacement of boarding pass, bags etc & tracking missing luggage using software and giving information on its location and arrival.

EDUCATION

Bharathiar University (Indian Institute of Logistics), Cochin — *MBA*

Masters in Business Administration - Shipping & Logistics 2017-2019

Airwing Academy, Trivandrum — *Diploma*

Diploma in Ground Handling & Customer Care 2013-2014

SAE(AAT) Media College, Chennai — *BA*

BA in Digital Film Making & Sound Engineering (Degree) 2008-2011

Bhavan's Vidya Mandir, Cochin — *XII*

Completed CBSE Class XII in 2007

SKILLS

Proficiency in MS Office applications including Word and Excel

Excellent communication skills with fluency in **English, Malayalam, Tamil, Hindi**

Capability to adapt well within varied business environment

Sound ability to resolve customer/ client/ guest issues in a timely courteous manner

PERSONAL INFORMATION

Sex : Male

Date of Birth : 12/04/1990

Marital Status : Single

Nationality : Indian

Location : Flat no 5C PPD Flats Urban Villa Sasthamangalam, Trivandrum

Pin Code : 695010