

SOORAJ K
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Status – Currently in UAE



PROFESSIONAL TITLE

An MBA in the Finance and Marketing applicant with 2+ years of experience as a customer service executive in a BPM organization in India with time management and project management and also worked as a sales executive in Bahrain also have a valid GCC license.

WORK EXPERINCE

Customer Service Executive

CAPITA India Private limited Bangalore

July 2017 till Aug 2018

- Developed working relationships with internal and external customers while assisting with account management duties.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.
- Improved customer service initiatives by streamlining sales and order management processes.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Built relationships with customers and the community to promote long-term business growth

Sales Executive

Package Trading Bahrain

Jan 2019 till Aug 2019

- Directed work of an efficient administrative team maintaining accurate sales, inventory and order documentation.
- Prepared pricing strategies for current customers to enhance sale and increase profitability
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Delivered engaging sales presentation to new clients, explaining technical information in simplified language to promote features and increase client base.
- Kept detailed records of sales and customer information in MS office, updating database regularly to maintain top-notch service.

EDUCATION

Post-Graduation

MBA

Duration - (July/2015 - June/2017)

Course - Finance & Marketing

Marks - 61% (First class)

College - Koshys group of institution, Bangalore / Bangalore University

Graduation

Degree

Duration - (July/2012 – June 2015)

Course - BBM (Bachelor of Business Management)

Marks - 60%
College - Adithya Kiran College, Kerala / Kannur University

Plus two

Commerce
Duration - (July/2010 – June 2012)
Course - commerce
Marks - 60%
College - I.S.D English medium school, Kerala / CBSE Board

PROJECTS

- Completed a short project on reason for the failure of King fisher airlines
- Project on employees satisfaction on Dinesh Foods

SKILLS

- Problem solving and analytical skill
- Multi tasking
- Adaptability to changes
- Time management and project management skill
- Communication skill
- Team player

IT EXPERIENCE

- MS Office application including Ms Word & Ms Excel
- Tally ERP9
- Well equipped with Internet and Email operation

PERSONAL DOSSIER

Date of birth - 03/06/1994

Marital status - single

Languages known

English ☆☆☆☆☆
Malayalam ☆☆☆☆☆
Hindi ☆☆☆

DECLARATION

I do here by declare that the particulars given above are true to best of my knowledge and belief.

Place – Kerala

SOORAJ.K