

CURRICULUM VITAE

YADUKRISHNAN PUTHIYAVEETIL

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CAREER OBJECTIVE :

To be able to continue my knowledge and skills in my chosen field of works, by working with a great sense of responsibility, dedication and hard work, such that whatever expertise training or skills i gain will be used for the development and share in the further growth of the company.

ACADEMIC DETAILS :

- Plus II [2009] with aggregate of 69% from HSC Board
- SSLC [2007] with aggregate of 65% from Board Of Public Examinations

WORK EXPERIENCE :

- Working as Salesman in Heavy House Hold Department (TV&HIFI Section) in CARREFOUR HYPERMARKET, Dubai from July 2018 to till date.

Role

- Maximizing store revenue by suggesting upgrades insurance and add- on to customer.
- Taking part in inventory, processing returns and refunds as required in line with company procedures.
- Ordering stock, receiving delivery and merchandising.
- Offering face to face advice to customers on store products.
- Ensuring all area are well arranged and clean (selling area and warehouse).
- Discourage shoplifting activities by constantly keeping a vigilant eye.
- Coordinate sales effort with team members and other departments.

- Worked as Assistant Store Manager in MYG Mobiles and Laptops Retail Showroom, Kannur, Kerala, India from August 2017 to till May 2018.

Role :

- Plan and implement strategies to attract customers.
- Coordinate daily customer service operations (e.g. sales processes, orders and payments).

- . Conducts regular audits to ensure the store is functionable and presentable.
- . Make sure all employees adhere to company's policies and guidelines.
- . Supervise and motivate staff to perform their best.
- . Managing nightly audits and balancing daily accounts.

➤ Worked as Customer Care Supervisor in MARS HYPERMARKET (MARS INTERNATIONAL L.L.C.) Muscat, Oman from June 2013 to July 2017.

Role :

- . Customer care management.
- . Train and supervise customer service reps and cashiers.
- . Manage front-end operations to ensure that friendly and efficient transactions at check out.
- . Locate resources for problem resolution and design best option solutions.
- . Retail operation management.
- . Establish customer satisfaction and handling complaints or problems in an efficient and professional manner.

➤ Worked as Front Office Assistant in The Pearl View Regency Hotel, Thalassery, India from August 2010 to May 2013

Role :

- . Greeting customers when they check in and wishing them well when they check out.
- . Scheduling, and training employees and floor staff.
- . Confirming reservations, securing room and amenity payments, distributing room keys, and securing maintenance for repairs.
- . Ensuring the front desk provides a professional and friendly service for guests.
- . Acting as liaison between Manager and staff

FIELD OF INTERESTS :

- Technology
- Education

SKILLS :

- Diplomacy and the ability to communicate clearly.
- IT skills- MS OFFICE (WORD, EXCELL), VISION2000 and APX
- The ability to perform under pressure.

- Firm leadership skills.
- The ability to multitask, prioritize and manage time.
- Bilingual (English & Arabic)

ACHIEVEMENTS :

- Served customers in a positive way, receiving two customer service awards.
- Increased sale by 10% and decreasing customer complaints.
- Earned a promotion from an entry-level position to lead specialist for my department.

CURRICULAR ACTIVITIES :

- Conduct debates on Exploitation Of Natural Resources.
- Presented seminar on Environmental Protection.
- Played in under 19 District hockey team.
- Participated in Jawaharlal Nehru Hockey State Selection Championship.

STRENGTHS & HOBBIES :

- Good Administration
- Positive Attitude
- Pleasant Personality
- Highly motivated
- Surf net
- Reading Books
- Travel

DECLARATION :

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

YADUKRISHNAN PUTHIYAVEETIL