



Karthik Sunny

Customer Service Agent

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Al Nahda, Sharjah, UAE

Visa Status: Visit Visa (Date of Expiry: 05/07/2024)

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Experienced Senior Customer Service Agent with a proven track record of successfully managing branch operations and driving business growth. Skilled in leading teams, implementing strategic initiatives, and delivering exceptional customer service. Proficient in financial management, sales strategies, and regulatory compliance. Adept at fostering a positive work environment and achieving performance targets. Seeking a challenging role to utilize leadership skills and contribute to organizational success.

SKILLS

Leadership

Customer Service

Financial Management

Sales

Decision Making

Branch Management

Marketing Strategies

Staff Training Records

Management Risk Management

Regulatory Compliance

WORK EXPERIENCE

Senior Customer Service Agent Joyalukkas Exchange L.L.C, Oman

08/2018 - 10/2021

Muscat, Oman

Achievements/Tasks

- Manage the day-to-day operations of the branch, including supervising staff, overseeing customer service, and ensuring compliance with company policies and procedures.
- Drive sales and business development initiatives to meet or exceed branch targets and goals.
- Build and maintain strong relationships with customers to ensure customer satisfaction and retention.
- Lead and motivate branch staff to achieve performance targets and deliver excellent customer service.
- Manage branch finances, including budgeting, forecasting, and financial reporting.
- Identify and mitigate risks that may impact branch operations or performance.
- Ensure compliance with relevant laws, regulations, and company policies.
- Oversee inventory levels and manage stock to meet customer demand.
- Prepare and present regular reports on branch performance, including sales, expenses, and customer satisfaction.
- Develop and implement strategic plans for the branch to achieve long-term growth and profitability.

Customer Service Agent Joyalukkas Exchange L.L.C, Oman

08/2017 - 10/2018

Muscat, Oman

Achievements/Tasks

- Assist in managing the day-to-day operations of the branch, including supervising staff and ensuring compliance with company policies and procedures.
- Provide support in delivering excellent customer service and resolving customer issues or complaints.
- Assist in driving sales and business development initiatives to meet or exceed branch targets and goals.
- Support the Branch Manager in leading and motivating branch staff to achieve performance targets.
- Assist in managing branch finances, including budgeting, forecasting, and financial reporting.
- Assist in identifying and mitigating risks that may impact branch operations or performance.
- Ensure compliance with relevant laws, regulations, and company policies.
- Support in overseeing inventory levels and managing stock to meet customer demand.
- Assist in preparing and presenting regular reports on branch performance.
- Support in developing and implementing strategic plans for the branch.

WORK EXPERIENCE

Customer Service Agent

Joyalukkas Exchange L.L.C, Oman

09/2016 - 07/2017

Muscat, Oman

Achievements/Tasks

- Interact with customers via phone, email, or in person to provide information, resolve issues, and address inquiries.
- Resolve customer complaints and escalate issues to management when necessary.
- Process customer orders, returns, and exchanges efficiently and accurately.
- Have a thorough understanding of the company's products or services to provide accurate information to customers.
- Use critical thinking and problem-solving skills to address customer issues and find effective solutions.

Customer Service Agent

Joyalukkas Exchange L.L.C, UAE

02/2016 - 08/2016

Dubai, UAE

Achievements/Tasks

- Communicate effectively with customers and internal teams to ensure a positive customer experience.
- Maintain accurate records of customer interactions and transactions.
- Provide support to the sales team by following up on leads and inquiries.
- Collect customer feedback and provide insights to improve products or services.
- Ensure that all customer interactions meet quality standards and comply with company policies and procedures.

EDUCATION

B.Sc Airline Tourism and Hospitality Management

IK Gujral Punjab Technical University

2011 - 2015

India

Higher Secondary

Board of Higher Secondary Examination

2009 - 2011

Kerala, India

TECHNICAL SKILLS

MS Office

Word | Excel | PowerPoint

LANGUAGES KNOWN

English 

Malayalam 

Hindi 

Arabic 

Tamil 

PERSONAL INFO

Nationality : Indian

Gender : Male

Marital status : Married

Light Motor Omani and Indian Driving License Holder

REFERENCE

Available up on request