

VINU SREENIVASAN

Dedicated Customer Service Executive with experience in managing customer service and operations teams. Known for a strong work ethic, exceptional interpersonal skills, and the ability to handle customer inquiries and issues effectively, ensuring high levels of satisfaction. Demonstrated success in enhancing customer loyalty and streamlining operational processes. Proficient in Customer Relationship Management (CRM) and skilled in process optimization and team management. Easily connects with people, fostering a positive work environment and contributing to team productivity. Committed to professional growth and seeking a challenging role to leverage expertise in customer handling and operations management, with a focus on achieving career advancement and enhancing overall performance.

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EXPERIENCE

Customer Service Support

Orient Exchange, UAE | September 2023 – Present

- Resolving customer queries, achieving a 95% customer satisfaction rate by providing timely and accurate information.
- Handling billing processes, ensuring error-free transactions, and reducing billing discrepancies.
- Verify customer documents, maintaining compliance with regulatory standards and improving document processing efficiency.
- Enhanced customer service efficiency, leading to a significant increase in positive customer feedback and repeat business.
- Implemented streamlined billing procedures, reducing transaction time and improving overall service efficiency.
- Strengthened compliance adherence, ensuring all customer documentation met regulatory requirements, thus reducing potential risks.

Customer Service Representative

Thomas Cook | July 2022 – August 2023

- Delivered exceptional customer service, resolving queries promptly and achieving a great customer satisfaction rate.
- Verified customer documents, ensuring compliance with regulatory standards and reducing processing errors.
- Supported branch operations, assisting in daily administrative tasks and improving operational efficiency.
- Conducted marketing activities, increasing customer engagement and contributing to a rise in new customer acquisition.
- Performed customer visits, fostering strong relationships and enhancing customer loyalty.
- Enhanced customer satisfaction, leading to a notable increase in positive feedback and repeat business.
- Streamlined document verification processes, reducing errors and improving compliance adherence.
- Improved branch operational efficiency, enabling smoother daily operations and better resource management.
- Boosted customer acquisition through targeted marketing efforts, resulting in growth in new customers.
- Strengthened customer relationships through regular visits, enhancing loyalty and long-term engagement.

EDUCATION

MBA in HR & Marketing

- EASA College of Engineering & Technology (ANNA University) | 2017 – 2019

Project Undertaken - MBA Project

Study on the Effectiveness of Grievance Redressal Procedures | Mannarkkad Steel Pvt Ltd, Kanjikkode, Palakkad

Duration: 3 months

- Conducted an in-depth analysis of the grievance redressal procedures at Mannarkkad Steel Pvt Ltd.
- Assessed the efficiency and effectiveness of the existing processes.
- Provided recommendations for improvements to enhance employee satisfaction and procedural outcomes.

BBA in International Business

- Nehru Arts & Science College, Coimbatore | 2014 – 2017

HSE (Commerce)

- Tholanur Higher Secondary School 2012 – 2014

SKILLS

- Customer Service
- Documentation
- Compliance
- Operations
- Marketing
- Relationship Building
- Efficiency
- Interpersonal
- Hardworking
- Teamwork
- Problem Solving
- Communication

Technical Skills – MS Office, HTML, and Tally

LANGUAGES KNOWN

- Hindi, English, Malayalam, Tamil and basic French