



# SHIVAPRASAD A

## CONTACT

7FW6+89G Sharjah United Arab  
Emirates, SHARJA

**Mobile:** 0564513710

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## EDUCATION

08/2018 - 05/2021

BACHELOR OF SCIENCE: STATISTICS  
**KANNUR UNIVERSITY, KERALA**

06/2015 - 05/2017

Plus two in Biology science:  
SCIENCE  
**KERALA BOARD, KERALA**

2017

DATA ENTRY OPERATOR  
**DIL MEDIA, KERALA**

## PERSONAL DETAILS

**Nationality:** Indian

**Gender:** Male

## LANGUAGES

**English**

Fluent

**Hindi**

Intermediate

**Malayalam**

Native

## PROFESSIONAL SUMMARY

Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

## SKILLS

- Time Management
- Customer Relationships
- Effective Communication
- Critical Thinking
- Resolve Customer Complaints
- Excellent Customer Service
- Financial Management
- Answer Telephone Calls
- Peoplesoft Expert
- Professional Manner
- Administration
- Technical Support

## WORK HISTORY

February 2022 - February 2024

**Customer Service Cashier, *Surabhi Electrical & Hardwares*,**  
Kerala, India

- Completed opening and closing procedures each day.
- Recommended products and services to customers based on requirements.
- Counted change correctly and issued customer receipts.
- Assisted customers with finding items, completing exchanges and obtaining refunds.
- Wrapped and bagged purchases for customers to easily carry items without damage.
- Helped customers make product and service selections among range of options.
- Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
- Handled currency payments, secured funds in register and prepared deposits at end of day.
- Weighed products of varying shape and size to calculate correct values.

## PERSONAL INFORMATION

- Age: 25
- Passport Number: U2868403