

RAHUL RADHAKRISHNAN



CONTACT

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OBJECTIVE

To enhance operational efficiency and productivity, contributing to increased profitability and growth. I aim to leverage my expertise, work ethic, and problem-solving skills to streamline processes, identify improvements, and drive sustained productivity gains.

SKILLS

- Strong communication and leadership skills
- Customer service excellence
- Problem-solving and conflict resolution

REFERENCE

- **Ratish shankar - General Manager**
Lulu Hypermarket LLC
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- **Muhammed Sadiq - Manager**
Lulu Hypermarket LLC
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LANGUAGE

- ✓ Malayalam
- ✓ English
- ✓ Arabic
- ✓ Tamil
- ✓ Hindi

EXPERIENCE

Lulu Group International LLC, UAE

Customer service supervisor

Feb 2022 - Mar 2024

- Supervised a team of 15 customer service representatives, ensuring exceptional service delivery.
- Resolved escalated customer issues, achieving a 95% resolution rate.
- Monitored and analyzed customer satisfaction surveys, resulting in a 10% increase in positive feedback.
- Implemented process improvements that reduced customer wait times by 15%.
- Collaborated with other departments to address and resolve customer concerns effectively.

Mech engineers corporation, INDIA

Sales manager

Jan 2018 - Aug 2021

- Developed and executed strategic sales plans that increased company revenue by 25%.
- Managed a sales team of 10, consistently achieving or exceeding sales targets.
- Identified and secured new business opportunities, contributing to a 30% growth in client base.
- Maintained strong relationships with key clients, resulting in a 15% increase in customer retention.
- Provided exceptional customer service, enhancing overall client satisfaction.

Dell Technologies, INDIA

Service Engineer

Nov 2014 - Dec 2017

- Designed, tested, and implemented computer hardware components, ensuring high compatibility and performance.
- Worked closely with software engineers to resolve hardware- software compatibility issues.
- Collaborated with project managers to develop technical specifications and create prototypes.
- Troubleshoot and resolved hardware issues, reducing downtime by 20%.

EDUCATION

Mahatma Gandhi University (MGU)

Co-operation in Bachelor of commerce

2017

B

Polytechnic College

System Hardware Dipoma

2018

A

NOTE

•Please note that my degree certificate is attested by the UAE Ministry of Education, which signifies its authenticity and recognition in the UAE.

•Note: My visit visa is valid until 25th August 2024.