



RANJAN KUMAR RAUNIYAR

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From : BRIGUNJ PARSA – 19 NEPAL

Nationality : NEPALI

Age : 29 YEARS

Height : 176 cm

PROFILE INFO

Results-driven Customer Service Representative with 5 years of experience in providing exceptional customer service and resolving customer issues . Skilled in building rapport with customers , handling inquiries, and problem solving abilities . Committed to delivering high-quality service and contributing to the success of the company .

WORK EXPERIENCE

SENIOR CUSTOMER SERVICE REPRESENTATIVE | Joining Date :Mar 2022 – Jan 2025

LARI EXCHANGE | HEAD OFFICE – ABUDHABI , UAE

1. Handling customer service and grievance handling take over the promotional activities of company in the branch
2. Reporting to area manager daily basis of branch operations .
3. Maintaining staff roster according to operational management instructions.
4. Handle remittances, withdrawals, and travelflex card.
5. Cross sell bank products and services

CUSTOMER SERVICE OFFICER | Joining Date : Oct 2019 – Dec 2021

SECURIGUARD MIDDLE EAST | MAFRAQ – ABUDHABI , UAE

1. Handle all the security guards by maintaining situational awareness of the entire area.
2. Perform routine checks to verify camera angles, focus , and clarity .
3. Troubleshoot and report any technical issues promptly.
4. Maintaining guard roster according to operational management instructions.
5. Distributed new clothes, IDs and batch with name tag to each individual

EDUCATION

BACHELOR OF ENGINEERING – MECHANICAL ENGINEERING | May 2014 – June 2018

VISVESVARAYA TECHNOLOGICAL UNIVERSITY – BELAGAVI, KARNATAKA – INDIA

TRAINING & COURSES

- Customer Relationship, Basic Foreign Exchange and Art of cross selling - CROWE 2023
- Excellence, Effective communication skills - CROWE 2023
- MEMBER OF INDIAN SOCIETY FOR TECHNICAL EDUCATION | 2016 - 2018
- NEW DELHI – 110016
- INSTITUTE CODE – KA08MEMBERSHIP NO - 4435

SKILLS

- *Excellent customer service - Expert*
- *Communication skills - Expert*
- *Communication - Expert*
- *Cultural sensitivity - Expert*
- *Teamwork - Expert*
- *Calmness under pressure*
- *Fluent English (verbal and written)*

LANGUAGE

NEPALI – Native
ENGLISH – Fluent
HINDI – Fluent
URDU – Fluent
BHOJPURI – Fluent
MAITHALI – Fluent
ARABIC (BASIC)