RESUME

Charles

242500@gulfjobseekers.com

**Career Objective:**

With almost 11+ years of experience in ITES – Customer Service and Hospitality field, I intend to further my career in a demanding and intense work environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

**Organizational Experience:**

**1)** **Company : BLS International, Dubai**

######  Job Profile : Client Services Executive, Indian Consulate, Dubai

 **Duration : 6 months**

**Job Description:**

* Handling Admin functions for the Indian Consulate such as services like Passport renewal,

Endorsements, etc.

* Resolving issues and concerns with the customers regarding passport services.
* Handling Inbound and Outbound Calls.
* Handling internal queries with the passport officers.

**2)** **Company    : ACIS – A Company of Allianz, Technopark, Trivandrum**

**Job Profile : Customer Service Associate.**

**Duration      : 6.5 Years**

**Job Description:**

* Managing Client and customer calls (Inbound and Outbound).
* Handled various process reports and other delegated supervisory activities
* Also used to index work items (documents/mails) to the appropriate claim handlers queue within the timelines and quality targets.

**3) Company : Sutherland, Technopolis, Cochin**

 **Job Profile : Business Process Executive**

 **Duration : 6 Months**

**Job Description:**

* Basic Customer service through calls and mails.

**4) Company : Kerala Adventures Limited (Inbound Tours)**

 **Job Profile : Travel Coordinator**

 **Duration : 3 years & 6 months**

 **Job Description:**

* Receiving the clients at the airport.
* Accompanying the clients to the hotel.
* Tour briefing.
* Reconfirming the room at all the hotels/resorts where the client would be staying before the arrival.
* Reconfirming the clients return travel tickets.
* Double checking all the arrangements that has been done for the client such as spa treatment, guided tours, the guides, the transport, etc.

**Software / OS:**

* MS Office 2003 & 2007
* MS Windows 9X/2000/XP

**Academic Details:**

* **CCATT** (Cambridge Career Award in Travel and Tourism) at KITTS (Kerala Institute of Tourism and Travel Studies), Trivandrum. (Certificate Course by the Cambridge University, London.)
* **B.M.M** (Bachelor in Marketing Management) from Annamalai University
* Undergone training at **Destination Indus** (Handling agent for **Banyan Tours**) for 1 year.
* **VHSE** in Civil Construction and Maintenance.

**Personal Qualities:**

* Ability to support and communicate with customers over the phone or any other preferred communication methods.
* Capability to react quickly to interrupt driven workload and handle multiple tasks simultaneously.
* Excellent customer service skills, which include organizational, interpersonal communication, and presentation skills.
* Have supervising capacity and have the ability to take reports based on the day to day work.

**Other Highlights**

* Keyboardist (English choir) – St.Anne’s Forona Church, Trivandrum.
* Won prizes in district and school level music completions (Event: Instrumental music – Guitar).
* Executive member and an active participant of various event-organizing committees across all the organizations that I have been a part of.
* Participated in District level school exhibitions.
* Won numerous performance awards for meritorious work in all the previous and present employers.

**Personal Profile:**

Date of Birth **:** 14/06/1981

Sex **:** Male

Marital Status **:** Married

Religion & Caste **:** Christian

Nationality **:** Indian

Languages known **:** English, Malayalam, Hindi, Tamil

Hobbies **:** Playing my Keyboard & Guitar, Driving.

**Declaration:**

I hereby declare that all the particulars given here in are true and complete to the best of my knowledge and belief.