**AKUL**

**Customer Service Representative with India Experience**

D.O.B.: 20-Jan-1990

Nationality: Indian

Location: Dubai, UAE

Email: [akul.381826@2freemail.com](mailto:akul.381826@2freemail.com)

**PROFILE**

Akul Puri is an accomplished Customer Service Representative with 7 years of experience as a Customer Service Representative. He has proven success in organizing tasks, satisfying customers & is searching for a service industry where his experience and skills would be put in use.

**OBJECTIVE**

Applying 7 years of Indian Customer Service Representative experience combined with proven expertise in resolving customer queries.

**EDUCATION**

IHM, Mumbai, Maharashtra, India

B. Sc. in Hospitality & Hotel Administration 2010

**LANGUAGES**

**English –** Excellent reading, writing and speaking

**Hindi –** Excellent reading, writing and speaking

**SPECIALIZED SKILLS**

* Excellent interpersonal and communication skills
* Multi-tasking abilities with proficiency in organizing and managing different tasks
* Self motivated, devoted and decisive management personnel
* Having excellent time management skills & determined in accomplishing set matters
* Have ability to adapt to new responsibilities
* Efficient in general office functions

**PROFESSIONAL EXPERIENCE**

**Customer Service Representative, Admiral Solutions [EUI Ltd India Branch Office]**

(2017-2018)

Admiral Solutions is one of UK's top 3 car insurers with an annual turnover of £2.12 billion

**Responsibilities and Role details:**

* Research and answer clients**’** and underwriters**’** calls
* Advise clients regarding insurance coverage and risk management issues
* Process insurance policy changes, renewals and cancellations
* Foster and maintain good working relationships with clients, insurance company underwriters

**Travel Service Consultant, Yatra.com** (2012-2016)

Yatra.com is an Indian online travel agency and a travel search engine based in Gurgaon, India

**Responsibilities and Role details:**

* Handling post sales queries such as rescheduling and cancellations ,resolved them to ensure customer satisfaction while maintaining first call resolution

**Customer Care Executive , CNEB Private Solutions** (2010-2012)

CNEB Private Solutions is an Indian BPO based in New Delhi, India

**Responsibilities and Role details:**

* Delivering the team sales target by generating web leads, coordinating with off site team
  + resolved customer queries and ensured better efficiency at work

**VOLUNTEER EXPERIENCE**

Food & Beverage service for Emirates Kingdom Flight Catering at Dubai Airshow 2009, UAE

**OTHER INTERESTS**

Reading novels, watching Youtube videos & movies

**THANKS**

**AKUL**