



Jidhu Ben C

📍 Al nahda 1
Dubai
United Arab Emirates

☎ +971-561214027

✉ jidhuben@gmail.com

OBJECTIVE

To obtain a position that challenges me and provides me the opportunity to reach my full potential professionally and personally utilizing my abilities and years of experience in your organization that is progressive intellectually and technically and one in which practices collaborative leadership, integrity and honesty. And my personal dream is to work in UAE , because I know in UAE work is not so easy and I love to take that opportunity and I just on daily basis work with my dream to complete it by my knowledge and my skills .

SKILLS

- Office Packages : Ms Office
- Operating systems :Windows

LANGUAGE

- Malayalam
- English
- Tamil
- Hindi

CURRICULM ACTIVITIES

Internship Training in Cochin Division of FACT Ltd during the period of 1st august 2017 to 14th August 2017.

Completed one year Fire and industrial safety Engineering course from September 2012 to August 2013 from College of Fire and Industrial safety Engineering.

STRENGTHS

Ability to work under pressure
Goal oriented
Enthusiasm to pursue excellence

PERSONAL PROFILE

Marital Status : Single
Date of birth:19-07-1994
Nationality : Indian
Visa status : Visit visa
Passport No : T6695467

EXPERIENCE

➔ 2021 October - 2022 April

SUTHERLAND GLOBAL SERVICE-KOCHI, INDIA

CS ASSOCIATE INTERNET
CUSTOMER SUPPORT-Non voice

- Attention to details
- Active listening skills
- Improving customer experience
- Building customer loyalty
- Positive attitude
- Bilingual customer support
- Time management

➔ 2018 September - 2021 August

KAVITHA CYCLES ,KOCHI, KERALA, INDIA

CUSTOMER SUPPORT AND SALES

- Help customers find items in the store.
- Check for stock at other branches or order requested stock for customers.
- Performing cost-benefit analyses of existing and potential customers.
- Be knowledgeable about the product
- Identify prospective customers, lead generation and conversion
- Contact new and existing customers to discuss needs
- Emphasize the features of products to highlight how they solve customer problems
- Answer questions about the products
- Negotiate prices and terms and prepare sales agreements
- Collaborate with colleagues in many different sectors Maintain contact lists and follow up with customers to continue relationships

➔ 2014 November - 2015 June

TATA TELESERVICES LTD - KOCHI,INDIA

CUSTOMER CARE AND SALES

- DATAENTRY:prepared documents for data entry -verified- updated and corrected source documents - recorded all tasks and activities.
- Entering customer and account data from source documents within time limits.
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.
- prepared and submitted reports
- coordinating the complaints and sending reports on daily basis.
- Handle monthly, quarterly and annual closings.
- Reconcile accounts payable and receivable.
- Handling bill collections and reporting on daily basis.
- Managing customer Service and ensuring customer satisfaction by achieving delivery and service norms.
- Handled incoming questions from the clients
- Retaining high value customers in system by ensuring better service and giving information about new products.

DECLARATION

I hereby declare that the above mentioned information is correct up to my knowledge.

place: Al nahda
Date:26/06/2022

EDUCATION

- ✓ **2015 Jul-2018 Aug**
Government polytechnic college cherthala, Kerala, India
Technical Board of Kerala
Diploma in instrumentation Engineering
Second Class
- ✓ **2012Sep-2014Aug**
Accademy of Marine Technology Kerala,India
Marine mechanical Fitter
First class
- ✓ **2012 March**
TD HSS Thuravoor, Kerala,India
plus Two (Commerce)
First class
- ✓ **2010 March**
TD HSS Thuravoor, Kerala, India
SSLC
First class