



Unnikrishnan

Y-164 A sector-12 Noida U.P.

9958049276 | unnikrishnannair390@gmail.com

Objective

Highly motivated and results-driven customer service professional with experience in inbound, outbound, and chat support. Seeking a challenging position in customer service to utilize my exceptional communication skills, problem-solving abilities, and dedication to delivering excellent customer experiences.

Experience

- Ienergizer** June 2020 - October 2022
Assistant customer executive
Handled a high volume of customer calls, addressed inquiries, provided information, and resolved issues to ensure customer satisfaction.
 - * Made outbound calls to customers for order conformation, follow-ups, and feedback, resulting in increased engagement and loyalty.
 - * Engaged in chat support, responding to customer inquiries in real-time and providing prompt assistance.
 - * Assisted customers with product information, order placement, and shipment tracking.
 - * Investigated and resolved customer complaints, escalating issues when necessary for timely resolution.
 - * Maintained accurate customer records and updated the CRM system with relevant information.
 - * Collaborated with cross-functional teams to address inquiries and provide comprehensive solutions.
 - * Experienced in handling escalation calls and providing support to team members.
- Info edge** Jan 2024 - February 2024
Relationship manager
 - Build and maintain client relationships to understand and meet their real estate needs on the 99acres platform.
 - Manage client portfolios, ensuring their buying, selling, or renting objectives are achieved.
 - Analyze real estate market trends to advise clients on investment opportunities.
 - Facilitate property listing optimization, negotiations, and transaction closings.
 - Deliver superior customer service and gather feedback for continuous improvement.

Education

- Kalinga institute of science and technology** 2019
BTech Mechanical engineering
8.5

Skills

- Excellent interpersonal and communication skills.
- Strong problem-solving and analytical abilities.
- Ability to remain calm and composed in high pressure situations.
- Proficient in CRM software, chat platforms, and Microsoft-Office Suite.
- Detail-oriented with strong organizational skills.
- Ability to multi task and prioritize effectively.
- Typing skills with a high level of accuracy.

Achievements & Awards

- Recognized as Employee of the month twice for outstanding performance and dedication.
- Awarded employee of the year for exceptional contributions to customer service.

Interests

- Playing cricket
- Exploring new adventure places
- Listening music

Languages

- English
- Hindi
- Malayalam