



# ABIRAAME VENKATRAMAN



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Dubai, United Arab  
Emirates



Indian



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## EDUCATION

Bachelor of Arts: Fine  
Arts - Distinction

**Seethalakshmi  
Ramaswami College,**  
Tiruchirapalli, India.  
June 2014 - May 2017

Certificate of Higher  
Education: Fine Arts -  
Distinction

**Besant Arundale Senior  
Secondary School,**  
Chennai, India.

June 2012 - May 2014

## PROFESSIONAL SUMMARY

Productive Business Development Executive with strong background in customer service, sales generation and complaint handling. Brings experience establishing follow-up call systems to resolve complaints and increase customer satisfaction. Proven success meeting and exceeding telephone sales and profit growth targets.

## WORK HISTORY

February 2020 - March 2023

**BLS International - Call Centre Executive,** Dubai, United Arab Emirates

- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.
- Used expert sales and negotiation skills to secure high-value bookings, providing excellent customer care throughout.
- Built positive customer rapport through friendly, professional communication.
- Assisted customers with varying questions using product knowledge and service expertise.
- Actioned customer feedback to enhance contact centre service provisions.
- Consistently achieved service rating targets, managing customer enquiries with personalized care and attention.
- Take up added responsibility during absence of senior and performed as acting supervisor.
- Present weekly and monthly sales report.

## LANGUAGES

**Tamil:** Native language

**English:** C2

Master or proficient

**Hindi:** C2

Master or proficient

April 2018 - May 2019

**Genius Group Global - Business Development Executive,**  
Sharjah, United Arab Emirates

- Built positive customer rapport through friendly, professional communication.
- Planned online content management and social media strategy.
- Researched competitor behaviour and adapted tactics to boost performance.
- Successfully generated new business via telephone sales, achieving profit growth targets.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Exceeded revenue goals by securing high-performing new accounts.
- Logged customer communications for complete service records.

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## SKILLS

- Database management
- Excellent listening skills
- Customer satisfaction
- Conflict resolution
- Operations coordination
- Critical and creative thinking
- Live chat
- Inbound call handling
- Expert communicator
- Target driven
- Professional telephone demeanor

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## ACCOMPLISHMENTS

- Awarded “Top Sales Performer” from October 2022 - January 2023.
- Supervised team of 12 staff members, in the absence of my supervisor.
- Awarded “Outstanding Customer Service” in 2021 - 2022.