



# TOMS THANKARAJAN

## LOGISTICS & CUSTOMER SERVICE EXECUTIVE

HI, I AM TOMS. Eleven years of experience in warehouse logistics, customer care, a proven record of accomplishment in identifying problems and developing innovative solutions for customer satisfaction.

### CONTACTS

☎ +971-506909473  
✉ tomsdavsh@gmail.com  
📍 Alquoz1, Dubai

### EDUCATION

Bachelor of Commerce  
Kristu Jayanti College – 2008  
Bangalore University

PUC  
Reddy Jana Sangha (HECA)-2005

SSLC  
Kairalee Nilayam -2003

### PERSONAL PROFILE

Name : Toms Thankarajan  
Father Name : David Thankarajan  
Date of birth : 17-08-1984  
Nationality : Indian  
Religion : Christian  
Languages known:  
English, Kannada, Tamil,  
Malayalam.Telugu

Permanent address:  
No-16 Omana Bhavan 8th cross  
Chinnapanahalli Bangalore, 560037  
Karnataka India

### EXPERIENCE

**PROJECT CONSULTANT – OCT 2013 – TILL DATE**

SUPREME FREIGHT LOGISTICS INDIA PVT.LTD

- ◇ Warehousing and Logistics for Cisco Systems Pvt Ltd (On roll of Supreme Freight) Responsible for material and inventory management.
- ◇ Resolving employee issues direct, through mail and cold calling in order to fix asset related issues and tracking of courier related issues. Responsible in handling inventory stock management, scrapping of old stock material, de-bonding of the asset. Issuing the gate pass in and out of stock movement. Asset tagging handling RFID scanners. All the activities are carried out in Spreadsheet.

**LOAN OFFICER –JUNE 2011-JULY 2012**

FEDERAL BANK LTD

- ◇ Responsible for update and maintain day-to-day operation paperwork in accordance with bank requirements. Assisting customers in Filling up of KYC forms and updating in computer. Cold calling and other marketing techniques to bring in business.

**LOAN OFFICER – (MAY 2010 - JUNE 2011)**

MUTHOOT FINCORP

- ◇ Responsible for update and maintain day-to-day operation paperwork in accordance with bank requirements. Assisting customers in Filling up of KYC forms and updating in computer. Cold calling and other marketing techniques to bring in business. Filling of KYC document and storing it orderly.

**CUSTOMER CARE EXECUTIVE – (MARCH 2009 – APRIL 2010)**

MPHASIS

- ◇ Worked as customer support executive in Airtel Landline service, Mobile Service and handled corporate customer. Providing end-to-end resolution in terms of handling complaints and resolving it. Handled PAN India calls. Maintain accuracy of all data and verify the same for all customer services.

### SKILLS

- ◇ **Expert in MS OFFICE**
- ◇ **Proven customer service/support experience**
- ◇ **Strong phone contact handling skills and active listening**
- ◇ **Excellent communication and presentation skills**
- ◇ **Computer Literacy and Technology Skills.**
- ◇ **Teamwork Problem-solving Skills.**

### Declaration

*I affirm that all information I have supplied is true and accurate to the best of my knowledge.*

Date:

Place:

Toms Thankarajan

