



# ARUL JACKSON

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## About Me

Two years of experience in, Customer Service & office Administration with an internationally reputed organization in India. Expert in handling people of diverse nationalities, and renowned for being an excellent team player. Confident and capable of working on own initiative under strict deadlines. Ability to adapt to new environments and grasp work quickly Well organized systems oriented & have a strong attention to details. Efficient, smart, reliable, and hard working.

## Academic Details

Masters in Human Resource from Anna University  
Chennai 2019

Bachelor of Commerce from MS University, Tirunelveli 2015

## Internship

Organization: Oravel Stays Private Limited Chennai, (Oyo)India

Period: Jan'13 – April'25

Title: Influence of online Marketing on Consumer Decision Making

## IT Skills

- Basic knowledge in computer, Internet options and all related activities
- MS – Word, MS – Excel, MS – Power Point

## Career Objective:

Seeking a career in a distinguished organization that enables me to enhance my knowledge and experience by working in a competitive environment.

- Two years professional experience under Customer support.
- Extensive experience in handling customer queries.
- Actively Involved in marketing and customer research works.
- Effective managed time to improve overall customer experience.
- Manage transactions including new accounts and timesheets.
- Handle overall operational activities and employee files.
- Coordinate with accounts department to prepare monthly reports.

Attention to details

Active listening skill

Improving Customer Experiences

Building Customer loyalty

Time management

Positive Attitude

Interpersonal Skill

Documentation

Maintains confidentiality

Communication

Multitasking

Bilingual Customer Support



## Career Timeline

**June 2015 – April 2017**

**Libra Coats**



## Organizational Experience

**Libra Coats (Chennai, India) June 2015 to April 2017**

### Responsibilities:

- Address all client request/inquiries, liaise with service providers and interface with back office operations to ensure smooth running of business.
- Participate in selling products and expanding client relationship.
- Preparation, control and maintenance of account opening documents.
- Liaise with clients to assist in performing orders and queries.
- Responds to various complex operational issues for customers.
- Review and analyze daily reports and make necessary amendments.
- Take initiatives to improve the processes and client satisfaction.
- Coordinate with accounts department for staff attendance & staff payrolls.

### Customer Service Intern:

- Knowledge on company products / services including prices and discounts.
- Provide basic technical support for clients on wide range of company products, resolving issues at high rate.
- Handle and settle situations during customer dissatisfaction.
- Leading and managing the performance of customer support team to ensure efficiency in business operation and meeting revenue.



## Personal Details

**Birth:** 13<sup>th</sup> May 1994  
**Languages Known:** English, Tamil and Malayalam  
**Present Address:** Dubai, U.A.E  
**Permanent Address:** 629251, Kodimunai, Kanyakumari, India  
**Nationality:** Indian  
**Marital Status:** Single  
**Passport No.:** N6036109  
**Visa Status:** Visit Visa