



# JEFFIN JAMES

## PROFESSIONAL SUMMARY

Results-driven Customer Service Executive offering proven history of achievement during 3 plus year career. Talented leader with analytical problem-solving and strategic planning expertise. Solid background of consistently addressing customer issues, delivering industry-leading service and implementing scalable approaches.

 jeffinj27@gmail.com

 +971503536528

 Sharjah UAE

## EDUCATION

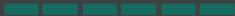
SSC St. Mary's School,  
Alibaug, 2007

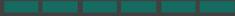
HSC Allana English High  
School And Junior  
College, Mumbai, 2009

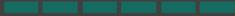
Bachelor Of Business  
Administration  
Himalayan University ,  
2019

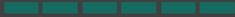
Master Of Business  
Administration:  
Operations Management  
Bharati Vidyapeeth

## LANGUAGES

**English:** C2  
 Proficient

**Hindi:** C2  
 Proficient

**Marathi:** C2  
 Proficient

**Malayalam:** C2  
 Proficient

## SKILLS

- Issue Escalation
- Company Policy Adherence
- Presentation skills
- Computer knowledge
- Skilled in Microsoft Office
- Customer relation building
- Problem solving
- Leadership

## WORK HISTORY

March 2019 - Current **Accenture Solutions India - Customer Service Executive**, Mumbai

- Evaluated interactions between associates and customers to assess personnel performance and implement strategies for customer satisfaction improvement.
- Developed working relationships with internal and external customers while assisting with account management duties.
- Described product and service details to customers to provide information on benefits and advantages.

### **Technical Department Duties:**

- Handling escalation cases and raising tickets for the same.
  - Ensuring maintenance of excellent relations with customers.
  - Willingness to learn and adapt to new challenges and technology.
- + Edit or add your own
- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
  - Tracked results of various promotional campaigns by gathering feedback from customers and recommended areas of improvement.
  - Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.

March 2014 - March 2015 **GVK Mumbai International Airport - Customer Service Executive**, Mumbai

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Tracked results of various promotional campaigns by gathering feedback from customers and recommended areas of improvement.
- Received payment information from customers and implemented it carefully into system to alleviate errors.
- Assisted marketing team on short-term and long-term promotional projects and provided regular updates on status and progress.
- Listening & attending to passenger's needs, feedback, suggestions and help them promptly with finesse.
- Maintaining harmonious & collaborative relationship with stakeholders like Airlines, Immigration, Customs,
- CISF, Medical services, Lounges, Retail and F&B outlets for excellent passenger service.

## **CERTIFICATIONS**

- Received certificate of recognition for demonstrating exemplary commitment for enhancing Customer Service.

### **Training programs-**

- Security Awareness Training
- American Red Cross (AED) Training
- Fire Training
- Sign Language Interpretation
- Grooming and Image Building Session

## **DECLARATION**

I hereby declare that all the above information provided by me is true and to the best of my knowledge.

## **ADDITIONAL INFORMATION**

- Nationality : Indian
- Date of Birth : 27 January 1992
- Passport Number : N4963002
- Marital Status : Married