

Harish Chandran

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Summary

Proactive, friendly Customer Specialist dedicated to meeting and exceeding expectations at every interaction with extraordinary communication skills and ability to build and cultivate relationships to drive business retention

Experience

Teleperformance (Dubai Holdings) | Dubai

Senior Customer Support Specialist | 01/2020 - 12/2021

- Managed Dubai Holding communities (Dubai Properties & Meraas)
- Handled inbound customer inquiries and provided exemplary customer service.
- Resolved customer complaints in a prompt and professional manner.
- Handled Property Management community and Community Management services including issuance of permits and Service Fees invoice.
- Handled rental dispute and coordinated with legal team.
- Highly skilled in Salesforce, Freshdesk, IBM and Oracle CRMS.
- Scheduling team for the various facility management works.
- Handled and organized multiple Facility Management companies for the community issues.
- Managed COVID Relief Platform of Dubai Properties to provide assistance to customers during Pandemic situation.

Genpact (Intel Corporation) | Bangalore

Social Media Support Specialist | 01/2018 - 03/2019

- Excellent communication skills and in-depth-product knowledge coupled with the ability to interact at all levels result in the successful implementation of workable solutions for clients.
- Handled Customers across globe (EMEA, APAC, LAC, NA)
- Handled all Intel Products practically (Processors, Servers, NUC's, AI, IOT products)
- Active Influencer in the launch of 5G Technology. (Intel +Ericsson)
- Provided performance and benchmarking reports on new media metrics and campaigns while advising internal teams on around social media best practices and opportunities.
- Maintained and grew brand's presence and engagement on social media platforms such as Facebook, Twitter, YouTube, Instagram, LinkedIn etc.
- Handled Business Customers via calls, Mails, chat.
- Maintaining & Tracking the products from the point of manufacturing to the point of end users.
- Managing financial and logistics records of all the customers, Publishing, Supporting all technical queries, providing RMA.
- Awarded as the Best Employee

Azuga Technologies | Tamil Nadu

Customer Service Representative | 02/2015 - 01/2017

- Handled a team of 20+ by maintaining a sales target every month.
- Maintained 100+ Business customers accounts.
- Provided technical Support and solutions for the enterprises thus increasing the sales of the product.
- Visited clients on regular intervals to maintain a strong customer relationship acquiring thorough understanding of key customer needs and requirements.
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives.
- Ensure the correct products and services are delivered to customers in a timely manner.
- Utilize the techniques of Sales Pro to ensure customer satisfaction and services requested provided in a professional manner.
- Maintain and record all sales to ensure compliance with companies standard of excellence.

Skills

Time management, Microsoft excel, Customer Relationship Management, Account Management, Bookkeeping, Organizational Skills

Education

Languages

English, Tamil, Malayalam, Hindi

Additional information

- DOB - 01/10/1994
- Marital Status- Single
- Driving License - Dubai Driving License

Affirmation

I hereby confirm that the above given information are true and best of my knowledge.

Harish Chandran.