



Sruthy Rajagopal Achary

Customer Service Assistant

[View profile on Dweet](#)

Languages

Tamil

Malayalam

English

About

With extensive experience in retail, I excel in delivering personalised service and sophisticated style advice, particularly in jewellery and footwear. Skilled in transactions, inventory management, and customer inquiries, I thrive in fast-paced environments, offering basic proficiency in Tamil, Malayalam, and English to enhance customer interactions.

BRANDS WORKED WITH

ARCHANA SHOE MART

RAGAM JEWELLERY

THOMSON RESTAURANT

Experience

● CUSTOMER SERVICE REPRESENTATIVE

RAGAM JEWELLERY | Jul 2020 - May 2023

- Provided personalized and attentive service to customers, offering sophisticated style guidance and assisting them in selecting jewellery items that meet their needs and preferences, aligning with the requirement to deliver world-class customer service.
- Acted as a liaison between customers and the company, effectively communicating customer feedback, concerns, and suggestions to management, contributing to the enhancement of the customer experience and overall satisfaction.
- Handled customer transactions with precision and care, ensuring accuracy in processing payments, issuing refunds, and managing exchanges, in line with the requirement to handle luxury product transactions accurately and efficiently.
- Managed customer inquiries and complaints through various communication channels, demonstrating excellent interpersonal skills and a commitment to prompt resolution and customer satisfaction, essential for the role.
- Collaborated with sales and inventory teams to maintain a premium store appearance and ensure product availability, enhancing the overall shopping experience for customers.

● TEAM MEMBER

THOMSON RESTAURANT | Dec 2018 - May 2020

- Provided exceptional customer service by promptly attending to guest inquiries, taking orders, and processing payments, demonstrating professionalism and efficiency in every interaction, mirroring the requirement to deliver world-class customer service.
- Utilized delivery platforms to place and send orders promptly, ensuring timely delivery and guest satisfaction, aligning with the need to handle luxury product transactions accurately and efficiently.
- Assisted customers with inquiries, concerns, and requests, exhibiting a keen attention to detail and a genuine desire to meet their needs, in line with the requirement for excellent interpersonal skills.
- Handled and resolved customer complaints with empathy and professionalism, striving to achieve satisfactory resolutions and maintain positive relationships with guests, essential for providing a premium service experience.
- Proactively upsold menu items and promotions to guests, contributing to increased sales revenue and enhancing the overall dining experience, similar to the requirement to achieve sales goals and targets while maintaining professionalism.
- Exhibited excellent phone etiquette and communication skills, both written and verbal, ensuring clear and effective communication with guests, essential for delivering personalized and attentive service.

● SALES ASSISTANT

ARCHANA SHOE MART | May 2017 - Aug 2018

- Provided personalized and attentive service to customers, actively listening to their needs and preferences.
- Guided customers through the selection process, offering expert advice on footwear styles, fits, and features to ensure satisfaction.

- Developed an extensive knowledge of the footwear inventory, including materials, construction, and brand distinctions.
- Leveraged product expertise to recommend suitable footwear options and upsell complementary products, effectively driving sales.
- Utilized a consultative approach to understand individual customer lifestyles and preferences, tailoring recommendations accordingly.
- Conducted thorough stock assessments and maintained accurate inventory records to support efficient stock replenishment and ordering.
- Ensured the presentation of footwear displays met brand standards, contributing to an inviting and visually appealing shopping environment.
- Collaborated with colleagues to achieve store objectives and maintain a cohesive team environment.
- Offered support and assistance to team members as needed, contributing to a positive and productive work atmosphere.
- Actively sought feedback from customers and supervisors to identify areas for improvement and enhance service delivery.

● **SALES ASSISTANT**

| Sep 2015

Education & Training

2023 - 2024 ● **University of East London**

Master of Science,

2014 - 2017 ● **University of Kerala**

BACHELOR OF COMMERCE WITH COMPUTER APPLICATIONS;