



Customer Service Agent

SAI KRISHNA BANDI

Professional summary

- Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction..
- Skilled Customer Service Agent with extensive experience providing first-class service within office Consistently exceeds expectations with dedicated work ethic and passion for helping people. Committed to professional development, achieving strong results and applying consistent best practices.

Experience

Customer Service Agent

2015 - 2019

EMIRATES INDIAN INTERNATIONAL EXCHANGE LPC / United Arab Emirates, Dubai

As a Customer Service Agent at EMIRATES INDIAN INTERNATIONAL EXCHANGE I gained extensive experience in providing top-notch customer service and support. I was responsible for handling customer inquiries, resolving complaints, and ensuring customer satisfaction. With excellent communication skills and a strong attention to detail, I was able to maintain a high level of professionalism and efficiency in a fast-paced environment.

- Assisted customers with foreign exchange transactions
- Handled cash transactions accurately and efficiently
- Resolved customer issues with patience and empathy
- Maintained a positive and friendly demeanor at all times
- Trained new employees on company policies and procedures

Assistant Branch Inchange

2021 - 2024

UNIMONI FINANCIAL SERVICES LIMTED / India, Hyderabad

As an Assistant Branch Inchange at UNIMONI FINANCIAL SERVICES LIMTED I was responsible for overseeing the daily operations of the branch, ensuring efficient and effective customer service, and managing a team of employees. During my time at the company, I gained valuable experience in financial services and developed strong leadership skills.

- Managed daily branch operations
- Provided excellent customer service
- Oversaw a team of employees
- Developed strong leadership skills

+971526245998

saikrishnab0811@gmail.com

United Arab Emirates, Dubai

Linkedin

sai-krishna-bandi-a5446a196

Education

Bachelor of Business Administration (BBA)

2011 - 2014

Osmania University, INDIAN INSTITUTE OF MANAGEMENT AND COMMERCE

India, Hyderabad

Skills

world class customer service



business development expertise



Problem-Solving Skills



Friendly & Polite Customer Service



Multitasking



Verbal & Written Communication



Languages

ENGLISH TELUGU URDU

HINDI

Awards

Dubai Service Excellence Scheme

Personal info

- ◆ Date of birth: 21 November 1991
- ◆ Nationality: Indian
- ◆ Driving License: UAE LMV AUTOMATIC
- ◆ Passport Number: M3505005
- ◆ Visit Visa Expiry: 15th March 2024

Declaration

In view of the above mentioned particulars, I hope that my resume will be considered and get an opportunity to serve under your kind control. If you give me a chance, I assure you that I will discharge my duties to the entire satisfaction of my superiors.

- **SAI KRISHNA BANDI**