



NIRMAL JOHNEY

Customer Relations Manager

 Kottayam, India 686575

 8593867046







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Personable Customer Relations leader driven to exceed customer expectations while promoting adherence to company standards and guidelines. Proven history of fostering quick and successful problem resolution, improving customer satisfaction ratings. Demonstrated success in utilizing current technologies to broaden access between customer and organization and improve response time.



Skills

- Public and Media Relations 
- Staff Management 
- Strategic planning 
- Relationship building and management 
- Client Relationships 
- Customer Relations 



Work History

2022-06 - Current

- Customer Relationship Manager**
Nippon Toyota Motor Corporation Pvt, Ltd, Kottayam
 - Monitored metrics and developed actionable insights to improve efficiency and performance.
 - Reinforced established quality control standards and followed procedures for optimal customer interactions.
 - Created activities and engagements to enhance customer experience, knowledge, and patronage.
 - Managed customer relations on an ongoing basis to maximize customer retention.
 - Directed a team of customer service personnel while helping front-line team members work effectively with over daily customers.

2020-04 - 2022-03

- Assistant Accountant**
John Joseph & Co. Chartered Accountants, Kottayam
 - Reconciled company accounts for credit cards, employee expenses, and commissions.
 - Reviewed general ledger entries and assessed accuracy.
 - Monitored status of accounts receivable and payable to facilitate prompt processing.

2014-05 - 2016-03

2016-07 - 2019-03

- Facilitated month-end and year-end closing process to ensure accuracy and completeness of financial reports.



Education



10th Grade: SSLC

Sanjos Public School - Kottayam, Kerala, India



Diploma

Northwest Accreditation - Kottayam, Kerala, India



Bachelor Of Commerce: Finance & Taxation

St. George College - Erattupetta, Kerala, India



Languages



English

●●●●●●●●
Advanced



Malayalam

●●●●●●●●
Advanced



Tamil

●●●●●●●●
Intermediate