

VIPIN RAJ R B

Trivandrum India 695615
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Nationality: Indian

PROFESSIONAL SUMMARY

- Highly motivated and customer-focused Customer Care Associate with 4+ years of experience in retail environments. Possess excellent communication and problem-solving skills, as well as a positive and engaging personality. Seeking a role where i can use my skills to provide exceptional service and contribute to the Company

WORK HISTORY

Samsonite - Customer Care Associate

Cochin, India

04/2022 - Current

- Conducted market research for understanding consumer behaviour better.
- Assisted in new product launches, provided detailed information to customers.
- Resolved customer complaints for improved brand loyalty.
- Offered detailed advice on product and service benefits.

Aira Cargo Service Pvt Ltd - Cargo Executive

Trivandrum, India

09/2019 - 03/2020

- Maintained smooth operations through careful management of office workflow and administrative processes.
- Managed freight documentation to ensure legal compliance.

Mastrofone Exclusive Showroom - Store Manager

Trivandrum, India

01/2020 - 03/2021

- Handled cash transactions accurately, minimising financial discrepancies at the till.
- Resolved customer complaints effectively, protecting the store's image and consumer relationships.

SKILLS

- MS Office
- MS Excel
- Data entry
- Customer relations
- Stock management
- Quality Control
- Payment processing
- Customer experience
- Staff training and mentorship
- Coaching leadership
- Team supervision
- Customer service

EDUCATION

03/2020 - 04/2021

Taset Technical Academy Pvt Ltd

Trivandrum

Diploma: Logistics

- Completed Diploma In Consignment Booking Assistant [Logistics]

11/2018 - 06/2019

CENTRE FOR DEVELOPMENT OF IMAGING TECHNOLOGY (C-DIT)

Trivandrum

Diploma: Computer Application

- Completed Diploma in Computer Application & has been placed in FIRST CLASS

LANGUAGES

English

Tamil

Hindi

Malayalam