



Jeffrey Alexander

Senior Customer Care

EDUCATION

- 2023 B.Com
Indira Gandhi college Of Arts and Sciences, Kothamangalam
- 2017 XIIth
English
- 2015 Xth
English

PERSONAL INFORMATION

Email
ducativeron999@gmail.com

Mobile
(+91) 8113090265

Total work experience
5 Years 3 Months

KEY SKILLS

- Sales Management
- Sales
- Negotiation
- MS Office
- Operations Management
- Performance Improvement
- Strategic Planning
- Business Strategy
- Sales Strategy
- Customer Management
- Interpersonal Skills
- Creativity
- Leadership
- Senior Management

OTHER PERSONAL DETAILS

City Kochi
Country INDIA

WORK EXPERIENCE

- Jan 2025 - Apr 2025 Senior Customer Care
Jayalakshmi Silks
Ensure an exceptional shopping experience by addressing customer queries and concerns efficiently. Provide personalized assistance to customers, ensuring satisfaction and a seamless shopping journey. Train colleagues to achieve the better results for in-store shopping experience. The CRE pilot program was over too soon but learned a lot, experienced a lot, met some great people, really great working with you guys. Key Achievement: Received a positive Google Maps review within just two days of training at MG Road, Jayalakshmi, significantly impacting the store's reputation. I got more than 5 reviews during my stay at Jayalakshmi for exceptional customer service and engagement.
- Aug 2024 - Nov 2024 Operations Manager
Innevotek Agri Solutions
Day to day operations Sales and marketing guidance Client acquisition Top level management
- Jun 2024 - Aug 2024 Project Manager
Innevotek Agri Solutions
Management of project Customer queries Project planning Project execution Project supervision
- Jul 2022 - Jul 2024 Founder Creator
Elegance Noir
As the founder of Elegance Noir, a premium fashion venture rooted in intentional design and luxury storytelling, I successfully built and launched a highly curated product line that resonated with a niche audience. Through strategic positioning, community-driven marketing, and refined

LANGUAGES

- Hindi
- English
- Malayalam

Nov 2019 - Oct 2020

product presentation, I achieved: Total Revenue: 4,23,576 in the early growth phase Conversion-Driven Launches: Limited-edition collections with high sell-through rates Zero Paid Ads Initially: Built traction through organic content, storytelling, and word-of-mouth High Customer Retention: A growing base of repeat buyers who value quality, emotion, and exclusivity

Associate I

SBI Card

During my tenure at SBI Cards, I consistently delivered high-impact results in a fast-paced and target-driven environment. My focus on customer experience, communication, and adaptability led to: Top Sales Performer: Achieved a 24% higher conversion rate than any other member in my team, consistently exceeding monthly targets. Strong Customer Retention: Built trust-based relationships, particularly with North Indian customers, leveraging my fluency in Hindi and Malayalam to break language barriers and create personalized rapport. Cross-Functional Experience: Successfully contributed to Collections and DIP (Document Image Processing) departments during the peak of the COVID-19 crisis, ensuring smooth operations despite reduced manpower. Versatility & Agility: Adapted quickly to changing roles, maintaining high efficiency and performance regardless of department or situation. Customer-Centric Approach: Prioritized clarity, patience, and solution-oriented conversations—turning potential declines into successful conversions. My time at SBI Cards strengthened my core skills in sales, communication, and team coordination, while also proving my resilience and value in high-pressure situations.

May 2018 - Jul 2019

Customer Support Executive

Farmer's freshzone

Customer service Online order creation Online support Email marketing Enhanced support

Projects

90 Days

Customer care

Jayalakshmi silks wanted to test if a Male customer care executive will be better to coordinate and assess team functionality.