

PERSONAL INFORMATION**Midhun Varghese**

 Behind Post Office, Ayanagar, 110047 Delhi (India)

 7065810311

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 Skype airginity_midhun

WORK EXPERIENCE

31/08/2015–02/03/2017

Customer Care Executive - Email/Chat

Fabfurnish.com, Gurgaon (India)

Answering customer queries related to products and services over email/chat.

Escalating complaints to relevant departments wherever necessary.

Maintaining the TAT to respond to customer queries.

Documenting customer queries and information in professionally written formats.

Handling social escalations over Facebook/Twitter/Mouthshut.

14/09/2013–26/06/2015

Customer Care Executive - Email/Call

Airginity Services, Riga (Latvia)

Verifying and forwarding incoming calls/emails.

Client retention and acquisition.

Creating quotations and calling/emailing back clients regularly.

Provide adequate and necessary information over phone/mail whenever required to UK Customers.

Adhering to company rules, policy and procedures wherever applicable.

Attending training programs organized by HR department.

13/11/2007–09/08/2010

Instructor

Pioneer Academy, Kasaragod (India)

Educating students on basic computer applications.

Educating on software like Adobe, M.S Office

Basic O.S Installation

Educate Engineering students on software like AutoCADD, Solid Works

EDUCATION AND TRAINING

23/08/2010–11/03/2013

Bachelors of Commerce

Dr. C. V. Raman University, Chhattisgarh (India)

04/09/2006–10/10/2007

Diploma in Computer Applications**PERSONAL SKILLS**

Mother tongue(s) Malayalam

Other language(s)

UNDERSTANDING

SPEAKING

WRITING

	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
	IELTS - Score 7 - 2013				

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills Friendliness, Good communications skills, Respectful, Open mind, Politeness.

Organisational / managerial skills Analytical skills, up to date on MS office and other customer relationship management platforms.