

Agnes Christy

Client Support Specialist

✉ chillyjohn80@gmail.com

📞 +91 9207 521 735

📍 Karthikayil House, Churakkulam, Vandiperiyar PO, Idukki, Kerala, India, Pincode - 685533

📅 12th November 2000

FLAG Indian

SEX Female

Skills

Problem Solving



Team Work



Time Management



Adaptability



Profile

Experienced Client Support Specialist with a successful track record at the prestigious Chalhoub Group in Dubai, the largest luxury goods retailer and distributor in the Middle East. Consistently delivering exceptional client support and achieving high customer satisfaction. Skilled in problem-solving, teamwork, time management, and adaptability. Dedicated to optimizing efficiency and contributing to organizational success.

Professional Experience

March 2022 – present

Trivandrum, India

Infosys Limited, Systems Associate

As a dedicated Client Support Specialist at Chalhoub Group in Dubai, I successfully fulfilled the following key responsibilities:

- Monitored and responded to IT incidents, ensuring timely resolution and minimizing downtime.
- Troubleshoot problems and facilitated solutions for known issues, employing analytical skills to identify root causes and implement effective fixes.
- Managed changes to minimize disruptions to IT services, ensuring compliance with regulatory requirements and mitigating risks to critical operations.
- Addressed service requests from individual users and various business units, delivering prompt and efficient resolutions.
- Utilized effective communication skills through emails and calls to troubleshoot technical issues and provide guidance to users.
- Provided service catalogues and implemented self-service tools, empowering users to independently resolve issues and improve overall efficiency.

Certificates

IELTS Academic (Feb, 2022) (Overall Score 6.5 Listening: 7.5 Reading: 6 Writing: 6.5 Speaking: 6)

Education

2018 – 2021	Bachelor of Science in Chemistry , Mahatma Gandhi University, Kerala Idukki, India
2016 – 2018	Higher Secondary School , Kerala Higher Secondary Examination Board Idukki, India
2013 – 2014	Secondary School , Kerala Board of Public Examinations Idukki, India

Languages

English (IELTS)

Malayalam

Tamil

Interests

- Singing
- Reading Books
- Drawing