

Agnes Christy *Client Support Specialist*

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Idukki, Kerala, India, Pincode - 685533

📅 2000/11/12

👤 Female

🇮🇳 Indian

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

2022/03 – present Trivandrum, India	Systems Associate <i>Infosys Limited</i> As a dedicated Client Support Specialist at Chalhoub Group in Dubai, I successfully fulfilled the following key responsibilities: <ul style="list-style-type: none">• 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.
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Certificates

IELTS Academic (Feb, 2022)

Overall Score 6.5
Listening: 7.5
Reading: 6
Writing: 6.5
Speaking: 6

Education

2018 – 2021 Idukki, India	Bachelor of Science in Chemistry <i>Mahatma Gandhi University, Kerala</i>
2016 – 2018 Idukki, India	Higher Secondary School <i>Kerala Higher Secondary Examination Board</i>

2013 – 2014
Idukki, India

Secondary School
Kerala Board of Public Examinations

Languages

English
IELTS

Malayalam

Tamil

Interests

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| • Singing | • Reading Books | • Drawing |
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