



Agnes Christy

Client Support Specialist

✉ chillyjohn80@gmail.com ☎ +91 9207 521 735

📍 Karthikayil House, Churakkulam, Vandiperiyar PO, Idukki, Kerala, India, Pincode - 685533 📅 12/11/2000

🇮🇳 Indian 👤 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

Systems Associate, Infosys Limited

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

03/2022 – present
Trivandrum, India

- 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

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

Languages

English IELTS	Malayalam	Tamil
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Interests

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