

Agnes Christy

Client Support Specialist

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📍 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

03/2022 – present	Systems Associate, Infosys Limited 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.	Trivandrum, India
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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	Bachelor of Science in Chemistry, <i>Mahatma Gandhi University, Kerala</i>	Idukki, India
2016 – 2018	Higher Secondary School, <i>Kerala Higher Secondary Examination Board</i>	Idukki, India
2013 – 2014	Secondary School, <i>Kerala Board of Public Examinations</i>	Idukki, India

Languages

English IELTS	<div><div></div><div></div><div></div><div></div><div></div></div>	Malayalam	<div><div></div><div></div><div></div><div></div><div></div></div>
Tamil	<div><div></div><div></div><div></div><div></div><div></div></div>		

Interests

Singing, Reading Books, Drawing