

KRITHANJATHRADH K M

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SUMMARY

Results-driven Customer Service Executive and Insurance Sales Advisor with **over 6 years** of experience in customer relations, insurance advisory and business development across the UAE. Proven expertise in client relationship management, RTA documentation, insurance policy consultation, cross-selling, sales target achievement and administrative operations. Skilled in customer query resolution, data accuracy, complaint handling, documentation management and process compliance while ensuring adherence to company policies and regulatory standards. Adept at using Oracle, RTA Portal and CRM systems to streamline operations, maintain accurate records and improve client experiences. Recognized for strong communication, problem-solving with a consistent record of exceeding performance metrics and driving customer satisfaction and revenue growth.

KEY SKILLS

- Operation and Administration
- Customer Service & Client Relationship Management
- Query Resolution & Complaint Handling
- Document Verification & Filing Management
- Lead Generation, Prospecting & Business Development
- Cross-Selling & Upselling Strategies
- Sales Target Achievement & Revenue Growth

WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE, July 2021 – August 2025

BELHASA DRIVING CENTER L L C

KEY RESPONSIBILITIES

- Achieved and exceeded monthly, quarterly and annual sales targets through effective client acquisition and relationship management.
- Provided professional consultation to clients, guiding them in selecting RTA-approved training programs based on eligibility and needs.
- Verified client documents for RTA registrations and ensured accurate data entry into Oracle and RTA Portal systems.
- Assisted clients with transportation-related inquiries and directed them to appropriate departments, ensuring a seamless service experience.
- Developed new business opportunities through cold calling, referrals, lead follow-ups and collaboration with marketing teams.
- Built and maintained strong client relationships to drive retention and maximize business growth.

INSURANCE SALES ADVISOR, June 2018 – September 2020

NOBLE INSURANCE BROKER L L C, DUBAI

KEY RESPONSIBILITIES

- Advised clients on motor, home, health and commercial insurance products, providing clear explanations of policy coverage.
- Assessed client insurance needs, identified opportunities for cross-selling and upselling and pursued potential leads to drive sales.
- Coordinated with insurance companies via online platforms, email and calls to ensure smooth policy processing.
- Maintained accurate client records and promptly addressed inquiries regarding policies and premium payments.
- Conducted research to identify optimal insurance solutions tailored to diverse clientele.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION (MBA) - Marketing & Finance | 2012 – 2014

- Bharathiyar University, India

BACHELOR OF BUSINESS ADMINISTRATION (BBA) | 2009 – 2012

- Kannur University, Kerala, India

TECHNICAL SKILLS

- MS Office, Quick books, Peachtree, Tally, Basic Operation, Internet & Email

AREAS OF EXPERTISE

- Insurance Sales & Advisory
 - Data Entry & Record Management
 - Market Research & Competitive Analysis
 - Premium Payment Guidance & Policy Renewals
 - Client Retention & Business Growth Strategies
- Cold Calling, Referrals & Lead Follow-Ups
 - Negotiation & Closing Sales Deals
 - Online Interfaces & Digital Insurance Platforms
 - Customer Onboarding & Needs Assessment
 - Relationship Building with Corporate & Individual Clients

CORE COMPETENCIES

- Policy & Procedure Compliance
 - CRM Systems & ERP Software Proficiency
 - Multi-Channel Communication
 - Scheduling, Planning & Task Prioritization
 - Report Generation & Analytics
 - Process Improvement & Workflow Optimization
 - Team Coordination & Collaboration
- Time Management & Multitasking
 - Client Retention Strategies
 - Performance Monitoring & KPI Tracking
 - Billing, Payment Processing & Invoice Management
 - Event Coordination & Administrative Support
 - Stakeholder Engagement & Liaison Management

PERSONAL DETAILS

Gender : Male
Date of Birth : 12/03/1990
Marital Status : Single
Nationality : Indian
Visa Status : Visit Visa (Expiry: 24/11/2025)
License : Valid UAE Driving License

LANGUAGES KNOWN

- English, Hindi, Malayalam

REFERENCE

- Available upon request