



RAJESH KALLINGAL POULOSE

Customer Service Coordinator

A high energy and results-driven professional with over 8 years customer service experience in a managerial capacity. Relevant skills include: Excellent planning and organizational skills result in the optimum functioning of the department and the consistent achievement of customer service standards. Proven interpersonal and motivational ability ensure a strong team approach and the attainment of maximum performance levels and productivity. Responsible for the introduction of a number of successful customer service initiatives resulting improvement in customer satisfaction rankings.

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● [Riyadh, Saudi Arabia](#)

● SKILLS

Team Work
Customer Service
Problem-Solving
Handling Conflict
Office Administration
Record-keeping & Documentation
Exceptional Customer Service
Analytical & Critical Thinking

● LANGUAGES

English
Intermediate

Arabic
Intermediate

Malayalam, Hindi & Tamil
Native or Bilingual Proficiency

● INTERESTS

Meditation
Sustainability
Arabic Cuisine
Gardening

● WORK EXPERIENCE

Key Car Rental

Operation Lease Coordinator

08/2022 - Present Riyadh-KSA

Consistently met my short and long-term targets.
Proactively participated in meetings and helped create new practices.
Processed a range of documentation and entered information into databases.
Responsible for inspecting vehicles when they left with clients and when the vehicles were returned.
Provide clerical and general office assistance and support to management and staff.
Maintained strong and positive relationships with existing corporate and private customers.

ARABIN HALA Co (AVIS Rent A car)

Customer Service Coordinator

01/2015- 06/2022 Riyadh, KSA

Improve customer service experience, create engaged customers and facilitate organic growth
Take ownership of customers issues and follow problems through to resolution
Develop service procedures, policies and standards
Keep accurate records and document customer service actions and discussions
Analyse statistics and compile accurate reports
Control resources and utilise assets to achieve qualitative and quantitative targets
Maintain an orderly workflow according to priorities

KUDU RESTAURANT

Fleet Assistant

05/2008 - 06/2013 Riyadh-KSA

Plan routes for a team of 4 drivers daily
Communicate with fellow drivers while resolve potential issues
Greet customers and building personnel mindful of always being representing the company clients with their delivery
Train new drivers and accompany them in first deliveries

AKBAR TRAVELS OF INDIA CAR RENTAL SERVICES

Administrative Supervisor

05/2004- 05/2008 Chennai, India

Used regular updates and company communication channels to keep all staff updated on the firm's corporate objectives
Managed the CRM database to ensure the safety of client details and constant updates, maintenance, and report generation
Used specialized software to monitor business revenues and determine areas that required improvement

PARAS YAHAMA Dealer for Motorcycles

Assistant Supervisor

07/2001 - 04/2004 Chennai, India

Coordinating and supervising of various teams, including new employees to ensure they are familiar with company regulations and code of conduct
Supervising effective working of different personnel and preparing schedules to ensure compliance with the organization's policies
Coordinating with the quality assurance team to maintain quality production and ensure compliance to protocol

● EDUCATION

Auto Electrician

TAMILNADU ADVANCED TECHNICAL TRAINING INSTITUTE

ITC AUTOMOBILE MECHANICAL

TAMILNADU INDUSTRIAL CENTRE