



# Dinesh Kumar

## Sales & Customer Support

### My Contact

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✉ dineshjbkumar3388@gmail.com

☎ +91 8098663781

📍 The Nilgiris, TN , INDIA

### Hard Skill

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- Financial modeling and reporting
- Financial accounting
- Business valuation

### Soft Skill

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- Observation
- Decision making
- Communication
- Multi-tasking

### Language

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- English
- Tamil
- Kannada
- Telugu
- Hindi

### About Me

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Experienced Customer Service Sales Associate who regularly had the highest customer service rating for the company I worked for. Adept at listening to customers, negotiating agreements, and developing satisfied repeat customers.

### Professional Experience

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#### Barrel Motors Pvt Ltd. | Sales & Customer Support 2021 Nov – Present

- Regularly met or exceeded stated sales goals for our team as well as met all customer satisfaction requirements.
- Responsible for keeping database of returned products and making notes on each customer service transaction.
- Responsible for greeting new customers as they entered the store and finding them the proper sales or customer service assistance.
- Took care of many customer service issues both in person and over the phone.
- Developed a large list of repeat customers who would often bring in friends members as referrals.
- Was acknowledged for having the highest customer service rating in the entire company for four months out of 2021.

#### Poppys Tower Pvt Ltd | Front Office Executive 2020 Nov – 2021 Nov

- Handling Entire Front Office department of the hotel with 39 rooms.
- The hotel has restaurants, Bar and pub etc.
- Coordination with housekeeping to provide a best service to guests as per hotel standard
- Working on online portals to make a decision of the room rates.

## Education Background

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### Chennai Amirta International Institute of Hotel Management

Executive Diploma in Hotel  
Management

Completed in 2016      84% GPA

### NPA centenary polytechnic college

Diploma in Electrical and  
Electronics Engineering

Completed in 2014      68% GPA

### Cordite Factory Higher secondary school

SSLC

Completed in 2011      63% GPA

### Fab Corporate | Room Division Officer 2019 Jan – 2019 Sep

- Handling Whole 3 properties like 30-40 rooms with bar and restaurant, help property owners and coordinating with staffs to make the work simple and smooth
- Building up my knowledge to give a best and safe stay for guest at our hotels
- Guest with happy face while staying with Us

### Poppys Group of Hotel | Sr.Front Office Assistance 2017 Feb – 2018 Dec

- Handling Reception/Cashiering/Reservations of the hotel with 87 room. Using Win HMS – the hotel management software.
- The hotel has one restaurants, Multi-specialty health club, Banquet Facility, etc
- Building up my knowledge in the front office department to put forth the same to climb up in my career.
- Check in and check out processing
- Respond to telephone and in-person inquiries regarding reservations, hotel information and guest concern
- NIGHT AUDIT process

## DECLARATION

I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

**Date**

**Signature**

(Dinesh kumar)