JISHNU MALAYI

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Summary

Experienced Customer Service Manager with 6 years of expertise in leading high-performing teams and delivering exceptional customer experiences in fast-paced industries. Skilled in managing escalations, streamlining service processes, and implementing customer satisfaction strategies. Proven ability to train and inspire staff, monitor KPIs, and drive customer retention and loyalty through effective, customer-centric solutions. Recognized for balancing operational efficiency with strong relationship management to consistently exceed service targets.

Skills

- Microsoft Excel
- Odoo
- Zoho
- Outlook
- Customer service management
- Team performance monitoring
- Customer relationship management
- CRM software proficiency
- Multi-channel communication
- Problem solving
- Training development
- Effective communication
- Administrative support

Professional Experience

Chemmanur International Group | Kerala, India
Customer Service Manager
2023 - Current

- Oversaw daily customer service operations to ensure high-quality support.
- Developed training materials for new customer service representatives.
- Implemented process improvements to streamline customer service workflows.
- Managed customer inquiries through multiple channels, including phone and email.
- Monitored team performance and provided feedback for continuous improvement.
- Collaborated with sales and marketing teams to align service strategies.
- Coordinated staff schedules to maintain optimal service coverage during peak hours.
- Resolved escalated customer issues with effective problem-solving techniques.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Delivered fast, friendly, and knowledgeable service for routine questions and service complaints.
- Maintained knowledge of company products and services to promptly resolve complaints and concerns.
- Monitored staff performance to ensure adherence to customer service standards.

Reliance Retail (Jio Mart) | Kerala, India
Customer Service Officer
2021 - 2022

- Managed customer inquiries through phone, email, and live chat channels.
- Resolved complaints by identifying issues and providing effective solutions.
- Collaborated with team members to enhance service delivery efficiency.
- Maintained accurate records of customer interactions in the CRM system.
- Provided feedback to management on customer concerns and service gaps.
- Provided customer service courteously and professionally.

- Established trustworthy relationships with customers through effective communication skills.
- Handled escalated customer complaints and disputes in a professional manner.
- Resolved customer issues in an efficient and timely manner.
- Managed daily operations of the Customer Service Department.

JN Freight Forwarders Pvt. Ltd | Bangalore, Karnataka
Customer Service Coordinator
2019 - 2021

- Monitored service quality and provided feedback to team members.
- Implemented system improvements for tracking customer interactions.
- Interacted with customers to provide and process information in response to inquiries, concerns, and requests about services and products.
- Organized team meetings to discuss strategies and address challenges.
- Worked with sales teams to understand processes and enhance after-sales support.
- Coordinated customer service activities, including responding to inquiries, resolving complaints, and providing product information.
- Developed relationships with customers to ensure satisfaction.
- Established quality standards for service team members and evaluated progress.
- Analyzed customer feedback to identify areas for improvement in products and services.
- Maintained accurate records of customer interactions and transactions.
- Communicated regularly with other teams across the organization regarding any changes or updates in regards to client accounts or services offered.
- Monitored documentation procedures to maintain consistent policies and current records.
- Collaborated with leadership teams to evaluate previous actions and adjust procedures for handling future issues.
- Managed daily tasks such as scheduling appointments, handling paperwork, and filing documents.
- Collaborated with other departments to resolve complex customer issues quickly.

RHS Logistics (Rais Hassan Saadi Group) | Jebel Ali, U.A.E
Logistics Store In-Charge
2016 - 2019

- Receive and count stock items using RF guns, ensuring accurate data recording, manually or via computer systems.
- Maintain database records of all stock movements and generate necessary reports.
- Conduct physical inventory counts, investigate discrepancies, and make necessary adjustments.
- Ensure timely and accurate updates in all relevant cargo tracking and logistics systems.
- Prepare and maintain key operational documents such as load plans, cargo cleanliness inspection reports, and transport records.
- Consistently follow all safety and security protocols during cargo handling to minimize risk and ensure compliance.
- Monitor cargo consignments to ensure on-time delivery and accurate invoicing for all shipments.
- Assist and guide porters and equipment operators in performing cargo operations, including build-up, breakdown, acceptance, and delivery tasks.
- Handle and verify special cargo (e.g., dangerous goods, high-value items) in accordance with IATA regulations and safety protocols.
- Coordinate with warehouse, freight, and airline teams to facilitate smooth cargo flow and resolve operational issues.

- Verify invoices against service requests to ensure accuracy.
- Monitor incoming supplies to confirm that the quantity and quality meet company standards.
- Facilitate the pick-up and delivery of freight orders for customers, including managing self-delivery arrangements.
- Assist in receiving, stocking, and distributing merchandise efficiently.
- Confirm the received materials' quantity and description by cross-referencing with the packing lists for accuracy.

Akbar Express Cargo Pvt. Ltd | Kerala, India
Cargo Assistant
2014 - 2015

- Coordinated cargo handling and logistics operations for timely deliveries.
- Assisted in managing inventory and tracking shipments accurately.
- Supported loading and unloading of cargo while ensuring safety protocols.
- Maintained records of shipments and prepared documentation for transport.
- Collaborated with team members to streamline cargo processes effectively.
- Monitored equipment and supplies to ensure operational readiness.
- Organized and distributed shipments according to customer specifications.
- Maintained records of all incoming and outgoing packages.
- Responsible for loading and unloading cargo from trucks, ships, trains, and aircraft.
- Collaborated with warehouse staff to ensure smooth flow of operations.

Education

Bharathiar University | Coimbatore, Tamil Nadu, India
MBA in LOGISTICS AND SUPPLY CHAIN MANAGEMENT
2019

Calicut University | Calicut, Kerala, India
BACHELOR OF COMMERCE
2014

Board of Higher Secondary Examination | Kerala, India
HIGHER SECONDARY
2011

Board of Public Examination | Kerala, India
SSLC
2009

CERTIFICATION COURSE
Certified **FIATA Cargo** Introductory

Languages

- English, Fluent
- Malayalam, Fluent
- Hindi, Basics
- Tamil, Basics

Personal Information

- Passport Number: **Y4005976**
- Passport Expiry Date: **13/06/34**