







NIRMAL JOHNEY

CUSTOMER RELATIONSHIP OFFICER

-  Nimmunirma137@gmail.com
-  +91-8593867046
-  Kannamkulam (H)
Kizhthadiyoor p.o pala
Kottayam, Kerala
-  <https://www.linkedin.com/in/nirmal-johney-15140717b>

SKILLS

Problem Solving
Communication
Interpersonal skills
Teamwork
Leadership skills
Analytical skill
Presentation skills
Critical Thinking

EDUCATION

BACHELOR OF COMMERCE

St. George College
Mahatma Gandhi University,
Aruvithura, Kerala 2016 – 2019

HIGH SCHOOL DIPLOMA (SR. SECONDARY)

Northwest accreditation commission,
Kottayam,
Kerala, 2014- 2016

HIGH SCHOOL (SSLC)

Sanjos Public School Choondacherry,
Kottayam, Kerala 2014

CAREER OBJECTIV

Customer Relation professional in fostering positive relationships between, the organizations and customer. Strong communication skills and confident presentation abilities to deliver promotional organization. Profound understanding of the importance of good publicity, reputation management and timely response to Customer Relations inquiries in the development and success of an organization. Expert writing abilities with thorough attention to detail, proper formatting and citation, and concise delivery of interesting facts. Committed to providing organizations with positive interactions with the media to maintain reputation, strengthen consumer loyalty, and establish credibility.

EXPERIENC

NIPPON TOYOTA, NIPPON MOTOR CORPORATION, PVT, LTD

Assistant Customer Relations Manager/ June 2022 - Present

- Handle customers complaint and solvent
- Build rapport and establish good relationships with customers to ensure customer retention.
- Collect feedback from customer and build long team relationship with customer's
- Building and maintaining profitable relationships with key customers.
- Resolving customer complaints quickly and efficiently.
- Solving customer issues and complaints
- Maintaining good relationships with customers.
- Taking feedback from customers to ensure they are satisfied with the service.
- Planning strategies for customer care and conflict resolution.

John Joseph & Co. Chartered Accountants

Assistant Accountant/ April 2020 – March 2022

- Reconciling invoices and identifying discrepancies
- Enter financial transactions into internal databases
- Issue invoices to customers and external partners
- Reconcile bank statements by comparing transactions to the general ledger.
- Assist with day-to-day operations of the Finance department, including filing, report generation, budget review, etc.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: INDIAN

Date:

Nirmal Johney