

# Dhani Dutt Kalauni

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## Professional Summary

Results-driven customer service and sales professional with 7.5+ years of experience in chat, voice, and email support, including team leadership as an Assistant Manager. Proven ability to drive sales, enhance customer experience, and optimize processes. Currently gaining direct sales experience in the Dubai financial market. Seeking a corporate customer service or sales role to leverage expertise in customer relations, team leadership, and process improvement.

## Skills

- Customer Service & Issue Resolution
- Sales, Upselling & B2B/B2C Interaction
- CRM & Customer Interaction Tools
- Team Leadership & Performance Management
- Process Improvement & Communication

## Professional Experience

### Sales Executive - Credit Cards

*Markai Commercial Brokers | Jan 2025 - Apr 2025 | Dubai, UAE*

- Promoted and sold credit card products in a competitive market.
- Built strong client relationships and provided financial solutions.
- Achieved sales targets via field engagement and networking.
- Adapted quickly to local financial regulations and trends.

### Assistant Manager - Customer Service & Sales

*Concentrix | 2015 - Sep 2020 | Gurugram, India*

- Led support and sales teams across chat, voice, and email.
- Drove KPIs and improved overall team performance.
- Trained and coached agents to enhance customer satisfaction.
- Collaborated on process improvements to boost efficiency.

### Senior Customer Support Representative

*Concentrix | 2013 - Feb 2015 | Gurugram, India*

- Handled inquiries across channels with high satisfaction scores.
- Cross-sold and upsold services contributing to revenue growth.
- Maintained order accuracy and timely issue resolution.

## Education

Higher Secondary Certificate (HSC)

Guru Nanak Fifth Centenary School | Mussoorie, India | 2010