



Shibin Francis

+971547548533 • Sharaf DG, Dubai • francis.shibin000@gmail.com • linkedin.com/in/sfrancis2201

Customer service executive

Strong communication | Attention to detail| Multitasking

A results-oriented Customer Service Representative with over 8 years of experience, possessing a robust background in overseeing customer inquiries, addressing complaints, and delivering effective solutions. Proficient in managing reservations, ensuring high-quality customer service, and spearheading initiatives to enhance guest satisfaction. Skilled in leveraging product expertise to provide accurate information and achieve high customer satisfaction rates. Accomplished in multitasking, problem-solving, and maintaining a professional demeanor in diverse, fast-paced environments.

WORK EXPERIENCE

Sutherland Global Services – Kerala, India

Oct 2021 – Oct 2023

Customer specialist - Online

Responsible for overseeing customer inquiries and addressing complaints while providing effective solutions.

- Achieved a 95% customer satisfaction rate through skillful handling of phone calls, E -mails and chats.
- Consistently maintained 100% compliance with company and industry guidelines during customer interactions.
- Utilized product expertise to ensure 95% accuracy in providing information to customers.

Oxygen resorts and holidays - Kerala, India

Mar 2019 – Apr 2021

Customer service executive

Overseeing a property with 50+ rooms, managing reservations, and delivering high-quality customer service as the point person in charge.

- Managed a property with 50+ rooms, ensuring personalized service and quick issue resolution, resulting in a 90% guest satisfaction rate.
- Elevated resort ratings on social media and Trip advisor to 95% positive, enhancing guest feedback and loyalty.
- Implemented strategies, increasing the resort's occupancy rate by 15% within six months.

Pursue Academy - Kerala, India

Feb 2018 –Jan 2019

Receptionist cum IELTS instructor

Managed front desk operations while concurrently delivering high-quality IELTS instruction, fostering a welcoming environment, and optimizing administrative efficiency.

- Generated a 20% increase in IELTS course enrollment via positive feedback and referrals.
- Assisted IELTS students in grasping fundamental examination concepts, thereby bolstering their self-confidence and overall preparedness for the test.

Front desk coordinator

Used strong communication skills to collaborate with team members to ensure efficient service

- Spearheaded the implementation and maintenance of streamlined office forms and procedures, resulting in a notable reduction in errors and substantial increase in administrative efficiency
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Achieved a 97% customer satisfaction rating post their stay.

EDUCATION

Punjab Technical University – Jalandhar, Punjab

Bachelor of science- Airline Tourism and Hospitality Management – Aug 2012 - Dec 2015

Asian Airline Academy – Trivandrum, Kerala

Diploma in aviation management - Jul 2012 - Dec 2014

AWARDS & RECOGNITIONS

- Received an award for being the best rookie employee at Sutherland Global Services due to exceptional performance.
- Earned the "Guest Experience Champion" award from Oxygen Resorts in recognition of outstanding service and creating memorable guest experiences
- Achieved "Best Employee of the Month" award multiple times in recognition of consistent outstanding performance and dedication.

PROFESSIONAL SKILLS

- Excellent verbal and written communication skills in English.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Strong organizational and multitasking abilities.
- Excellent attention to detail and accuracy in data handling with keyboard typing speed of 80 (wpm).
- Basic knowledge in reservation as well as PMS software's (Amadeus, Opera, SAP, Prologic)

CERTIFICATION

- **IATA- Customer service**
- **Introduction to Digital Marketing** – Google garage.
- **Business English Communication** – Cambridge University.
- **IELTS certification** (Band 7) – IDP.

Languages

- English – Fluent
- Hindi – Conversational
- Tamil – Conversational
- Malayalam – Native