

MEERA RAVICHANDRAN

Customer service Professional

Detail-oriented Customer Service professional with a **year of experience** as customer service agent brings in knowledge of calendar management, daily operations, and customer service. Seeks to work in a challenging position to contribute my skills and grow with the organization



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Visit Visa – 11-06-2022

Qualifications

BA –Bachelor of Arts In English Literature
(Manonmaniam Sundaranar University)

Diploma In Hospitality – Travel and Customer Service
(Fankfinn Institute)

Skills & Proficiencies

- Excellent Communication Skills
- Customer Service
- Event Planning
- Proactive & Engaging
- Product Knowledge
- Problem Solving
- Phone Skills
- Mediation Skills
- Organizational Skills
- Time Management
- Employee Relation
- Multi-Tasking
- Documentation

Personal Details

Date of Birth : 18/02/2001

Marital Status : Married

Nationality : Indian

Passport : T0470305

Languages : English,
Malayalam, Tamil

WORK EXPERIENCE

Customer Service Agent

Bhadra International India Pvt Ltd- Chennai International Airport
(May 2018 – January 2019)

- Assist Passengers with travel documents, Baggage, Mishandled Baggage, Flight Check Ins
- Carry out passenger baggage screening
- Assist Passengers with special needs
- Ensure the proper and hindrance free flight operations in terms of passenger handling and customer service
- Ensure passenger passes through all security and immigration, customs checks
- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.