



# 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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Dubai, Satwa

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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.