

# Mervin M. Pandoth

## Customer Service Executive

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### PROFESSIONAL SUMMARY

An enthusiastic and tactful customer-oriented professional with over nine years of experience, possessing a vigorous work ethic and ability to adapt to distinct personalities. Adept at customer relationship management, exceptional communication, problem-solving, and time management skills integrated with interpersonal skills consistently delivering high standards of customer service. Committed to operational efficiency and adept at working within a team setting. Acquired an excellent combination of technical and soft skills that make me versatile to take on a range of operational roles in the industry.

### PROFESSIONAL SKILLS

- Adaptability
- Attention to detail
- Ability to work under pressure
- Flexible
- Leadership
- Teamwork

### PROFESSIONAL EXPERIENCE

#### Airport Service Agent

Emirates Group

Dubai, U.A.E.

August 2013 – Present

- Coach new staff during their training about the airline's system and guidelines.
- Supervise flights in the absence of the Supervisor and made sure I adhered to the protocols till the flight departure.
- Display excellent customer service skills, teamwork, and understanding to achieve customer satisfaction.
- Execute Gate Team Leader tasks by communicating and liaising with an airline representative, flight dispatchers, and baggage services.
- Communicate with outstation staff to address case issues to get satisfactory resolutions.

### **Customer Service Advisor**

3 Global Services

Mumbai, India

May 2010 - February 2013

- Achieved my targets of quality, customer satisfaction, and 100% resolution on all calls.
- Accomplished a 100% satisfaction rating from customers after the completed calls.
- Supervised and coached a 10 member team as their Team Leader.
- Analyzed the call flow and improved the department by reducing the service inquiry calls by 7%.
- Contributed to maximum effort to keep the team in the top position by helping new agents and update myself and teammates with the latest updates by having shift briefs daily.
- Resolved escalation calls & provided end to end resolution.

### **Customer Service Representative**

Absolute International

Mumbai, India

May 2009 - November 2009

- Attained sales targets within schedule.
- Generated customer leads through cold calling.
- Acquired new clients and strengthened relationships with existing clients.
- Gained new opportunities to expand the business.

## **EDUCATIONAL QUALIFICATION**

- Passed Third Year Bachelor of Commerce.  
(Mumbai University, India in the year 2009-10)

## **AWARDS AND HONORS**

Dnata

- Recognized for outstanding customer service to passengers.
- Recognized for maintaining 100% attendance at work for 5 years.
- Recognized for being Service Champion of the shift.

3 Global Services

- Nominated for best top 5 Customer Service Agents in the company.
- Recognized for maintaining 100% attendance at work for 2 years.