



## SHILPA KRISHNEGOWDA

Dubai, UAE

### Email:

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### Mobile:

+971568039485

## PERSONAL INFORMATION

**Date of Birth:** 28<sup>th</sup> Feb 1988

**Citizenship:** Indian

**Marital Status:** Married

**Languages:** English, Hindi,  
Kannada

**Visa:** Resident

**Driving License:** UAE

## KEY SKILLS

Customer Service  
Event Coordination  
Project Management  
Team Management  
Digital Marketing  
Social Media Advertising  
Blogging  
Content Creation  
Influencer Marketing  
CRM, MS Excel, Amadeus,  
Opera & Sabre

## EDUCATION

**Frankinn Institute of Air**

**Hostess Training**

Level 5 Diploma in Aviation,  
Hospitality & Travel  
Management

Certified by Jet Airways  
9W8119 In-flight cabin crew  
operations, airport handling  
services & security procedures.

**IGNOU, India**

Bachelor of Commerce

**Coursera**

Digital Marketing (Social  
Media)

## EXECUTIVE SYNOPSIS

A management professional with 12+ years of experience in customer service, sales and business support on engagements within the government sector, contracting, visa processing, hospitality and aviation sectors. Seeking career transition into positions within the digital marketing domain, corporate coordination and administration.

## WORK EXPERIENCE

### Administrative Coordinator (Temporary)

Jashanmal National Company L.L.C - Al Barsha, Dubai, UAE

#### Key Responsibilities:

- Handling Board lines (external/internal calls), email correspondence and inter-departmental liaison.
- Coordinating with sales and marketing customer support, scheduling management meetings and attending to HR services queries.
- Handling different functions, coordinating office work and ensuring smooth operations.

### Customer Service Executive

January 2019 - August 2021

Dubai Ladies Club (Dubai Women Establishment Govt) Dubai, UAE

#### Achievements:

- Provided several suggestions on process improvement.
- Assisted with the development and implementation of the Customer Relationship Model.

#### Key Responsibilities:

- Greeting members with a courteous, professional and attentive manner at all times.
- Managing end to end correspondence, and ensuring that all services maintain a customer focus, with emphasis on all stages of the customer experience journey.
- Working with the Customer Service Team to deliver optimum service to our internal and external customers within the agreed timeframes.
- Training new staff in all aspects of their Customer Service Officer role and liaising with all departments to provide guidance on customer service systems. Overseeing the purchase, storage and allocation of stationery for the organization to ensure adequate supplies are maintained at all times.
- Leading the provision of functions including the day to day operation of the customer service team, after hours' service and management of stationery.\*
- Participating in various indoor and outdoor events organized by the organization, to raise awareness among target customers.

### Trainee Officer

VFS Global, WAFI Mall Head Office, Dubai, UAE

#### Key Responsibilities:

- Handled documentation for US, UK and European countries.
- Provided assistance on process and formalities of visa processing through call and email for existing and prospective customers.
- Attended several trainings to familiarize with various country rules and regulations.

### Admin Executive

**Empower Technical Contracting LLC, Rolla, Sharjah, UAE**

#### Key Responsibilities:

- Primary point of contact between the executives and internal/external clients.
- Received incoming calls and email, and routed correspondence to the appropriate staff member.
- Maintained a daily electronic journal, arranged meetings and appointments and provided reminders to key stakeholders.
- Cultivated strong relationships with vendors and tracked price data in order to get best prices on supplies and services.
- Mobilization of technical resources, accounts receivable and payments follow up.

### Telesales Supervisor

**2016 - 2017**

**ArtStone Retreat International, Deira, Dubai, UAE**

#### Achievement:

- Thrived in a fast paced work environment with an average of 80-120 calls per telemarketer a day.

#### Key Responsibilities:

- Helped team to achieve targets, improve results and meet company objectives.
- Troubleshoot issues to determine level of escalation to either Technical Department.
- Scheduled appointments for sales representatives to meet with prospective customers.
- Educated potential customers about beneficial information through product knowledge.
- Assisted with team production efforts by setting at least three client appointments per day.

### Passport Profiler

**2015 - 2016**

**Transguard Group Security, Dubai International Airport, UAE**

#### Key Responsibilities:

- Undertook the profiling and assistance of passengers.
- Encountered passengers with forged, counterfeit and expired travel documents and took actions as per law.
- Advised passengers whose documents do not fulfill the requirement of destination or transiting country's immigration on what was to be done next.
- Liaised with airport immigration authorities in case of inadmissible passengers.
- Verified travel documents on all Emirates flights as per the requirement of the immigration of destination country.

### Sales Executive

**2013 - 2015**

**Qatar Airways Duty Free, DIA & HIA Airport, Doha, Qatar**

#### Achievements:

- Worked as part of Qatar Airways reservation team.
- Achieved day to day sales targets and approached maximum number of customers to sell products.
- Trained and helped new staff with knowledge learned from roles undertaken.
- Promoted luxury brands such as:
  - **Luxury Watches:** Omega, Rolex, Rado, Cartier. Fashion Brands- Gucci, Swarovski, Tag Heuer, Michael Kors.
  - **Luggage Brands:** Montblanc, DKNY, Emporio Armani, Samsonite, Delsey.
  - **Beauty Brands:** Dior, Guerlain, Dolce & Gabbana, Paco Rabanne, Hugo Boss, Prada.

#### Key Responsibilities:

- Handled cash, correspondence, operations, customer complaints and answered customer queries.
- Ensured adherence to company standards to provide excellent customer/guest service.
- Handled small groups of promoter teams and their shift schedule, formulated commission and absent reports.
- Made daily sales excel reports, tracked inventory and refilling with merchandisers.
- Liaised with suppliers and buyers, shared day to day sales report and customer feedback.

## PRIOR PROFESSIONAL EXPERIENCE

- Front Office Executive, Taj Groups of Hotels, Bangalore, India
- Customer Service Agent, Kingfisher Airlines, Bangalore International Airport, India

**2010 - 2012**

**2009 - 2010**

**REFERENCES CAN BE PROVIDED UPON REQUEST**