



VISHNU MOHANAN NAIR

OPERATIONS & CUSTOMER
RELATIONS ASSOCIATE

PROFILE

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Proactive with expertise delivering support services and resolving customer complaints. Trained in support software, demonstrated competencies in operating multi-line phone systems and updating documentation.

CONTACT

vismo97@gmail.com

0544651182

Friji Murar, Dubai

LANGUAGES

English, Hindi, Tamil, Malayalam, Basic French

KEY SKILLS

Upselling, Multi-tasking,

Communication skills,

Problem solving skills

SOFTWARE EXPERTISE

- Opera PMS
- MS Office
- IDS Hotel PMS

EXPERIENCE

OPERATIONS & CUSTOMER RELATIONS ASSOCIATE | EMIRATES POST GROUP HQ DUBAI [Dec 2020 – Current]

- Maintained customer satisfaction focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly and professionally to avoid complaints in constant flow of customer calls with minimal wait times.
- Maintain the flow of shipments inside and outside from the department in accurate timings and procedures.
- Coordination and follow-ups with Supervisors and Support Assistants to make sure the work flow is accurate.
- Creating delivery status reports and inquiry reports using MS EXCEL.

GUEST RELATIONS EXECUTIVE | Sheraton Jumeirah Beach Resort, JBR, Dubai [Dec 2019 - Nov 2020]

- Served as main point of contact for Marriott VIP guests and kept hotel departments briefed on personalized individual requirements.
- Directed staff to handle needs & special requirements for individual guests to resolve issues and generate positive customer experiences.
- Kept the guest fully informed about facility amenities to and set up services for a pleasant stay.
- Creating daily reports regarding loyalty guests and pre-arrival database.
- Service resulted in various reviews and trip advisor comments

FRONT OFFICE EXECUTIVE| Homebridge Hotels& Suites Trivandrum, Kerala [Aug 2018 – Nov 2019]

- Performed check-in/ check-out procedures/ upselling
- Performed Room bookings & reservation procedures.
- Daily reports, Accounting and customer database keeping.
- Telephone operations in high quality according to procedures.
- Coordination with all departments to ensure every guest are satisfied & meeting the requirements

INDUSTRIAL EXPOSURE INTERN II JW Marriot Bengaluru, Karnataka [February 2017 - July 2017]

EDUCATION

- **BACHELORS IN HOSPITALITY MANAGEMENT II
UNIVERSITY OF KERALA [JUN 2014- JUL 2018]**
- **DIPLOMA IN LOGISTICS & SUPPLY CHAIN MNGMT II
MIMS-STED COUNCIL [SEP 2018- AUG 2019]**
- **CENTRAL BOARD OF SECONDARY EDUCATION I
ELEMENTARY & HIGH SCHOOL [COMPLETED 2014]**