



CHINNU L S



About Me

Ambitious customer care executive with dedicated service contributing to company's growth and profitability. Excellent communication skills, problem resolution, and positive customer experience. Flexible, decisive leader maintaining service, accountability, and training for fast-paced environments.



Experience

10/2014 - 12/2016

CELEBI AVIATION PRIVATE LIMITED | GROUND HANDLING

- * Managed team member schedules and work assignments.
- * Tagged baggage and routed to an appropriate location for loading and screening.
- * Checked in luggage and confirmed all carry-on items met federal guidelines. Announced flight status updates and information about gate changes over PA system.
- * Instructed passengers on safety and emergency procedures and answered all passenger inquiries.
- * Escorted handicapped passengers from terminal to aircraft.
- * Hired, trained and motivated employees to provide exceptional passenger care and support.
- * Monitored security and maintained operational protocols.

22/2017 - 03/2018

BHADRA INTERNATIONAL PRIVATE LIMITED | CUSTOMER SERVICE ASSOCIATE

- * Managed team member schedules and work assignments.
 - * Hired, trained and motivated employees to provide exceptional passenger care and support.
 - * Conducted initial client consultations to build relationships and ensure accurate understanding of travel needs.
 - * Consistently exceeded client expectations, providing support and guidance throughout the entire booking lifecycle.
 - * Monitored security and maintained operational protocols.
- Instructed passengers on safety and emergency procedures and answered all passenger inquiries.

01/2021 - 01/2022

PRASHANTH ENTERPRISE | TELESALE AND CUSTOMER SERVICE EXECUTIVE

- * Used excellent telephone manner to optimize customer experience, cutting complaints by 100%.
- * Resolved complaints by ensuring appropriate and timely compensation, boosting customer satisfaction levels by 100%.
- * Collaborated closely with sales department to identify, support and maximize expansion opportunities.
- * Handled 50 customer support queries daily, exceeding company target by 100%.
- * Employed active listening and communication skills to handle escalated and complex calls, achieving 100% positive outcome.
- * Guaranteed quality CRM data, performing [Frequency] database cleansing to update customer contact details.
- * Drove customer retention, building engaging relationships through every interaction.
- * Supported continuous improvement initiatives, collecting customer feedback to inform future business processes.
- * Provided cheerful, professional customer service, offering a can-do attitude to all requests.
- * Offered professional, efficient point-of-sale service to minimize queuing time and maximize customer satisfaction.



Education

2013 - 2015

AIMFILL INTERNATIONAL TRIVANDRUM BharathiyarUniversity | BBA Bachelor Business Administration Aviation

August 2021 - November 2021

KERALA SAKSHARATHA MISSION ADOOR | Diploma in Accounting GST and Office Administration

Contact Me



0503206103



chinnuls006@gmail.com



al majaz building al majaz 2
sharjah,

Other Info

Skills

- * Desktop Applications:
Microsoft
Word, Excel, Power Point and
Front Page
- * Using Internet for
Research and
Sufferings

Languages

- * English
- * Hindi
- * Tamil
- * Malayalam