



NAMITHA OP

Customer Care Executive

Skilled customer service professional with over two years of successful client services, management and leadership experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way

CONTACT

+971 544752191

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Dubai, United Arab Emirates

EDUCATION

BACHELR OF COMMERCE

HIGHER SECONDARY EDUCATION

SECONDARY SCHOOL EDUCATION

SKILLS

Empathy. No list of good customer service skills is complete without empathy.

Adaptability.

Ability to Use Positive Language.

Clear Communication Skills

Self-Control

Taking Responsibility.

Patience.

Effective Listening.

LANGUAGES

English

Hindi

Malayalam

PERSONAL INFO

DOB : 10.01.1999

Nationality : Indian

Passport : W2656160/27.07.2032

Visa Status : Visit Visa

Marital Status : Single

WORK EXPERIENCE

CUSTOMER CARE EXECUTIVE

Aster MIMS Hospital, Calicut, India

Feb 2022 - Dec 2023

- conducting customer satisfaction surveys to understand what areas of the company's services need improvements
- catering to customer phone calls and diverting the call to the relevant department for a more advanced form of query resolution
- curating streamlined email and social media communication mediums for offers, updates and much more
- dealing with customer issues and churning out an easy-to-follow solution
- managing payment and delivery of customer orders
- helping customers choose the right product for their requirements and budget
- handling customer concerns and complaints in a timely manner
- informing customers of upcoming promotions or deals
- establishing a positive rapport with all clients and customers in person or via phone
- forming reports based on customer satisfaction statistics and helping their team to develop new skills
- fixing appointments based on the availability of customers and clients
- interacting with customers to ensure they have a desirable and shareable experience