

SWARAG DIVAKARAN

CUSTOMER SERVICE EXECUTIVE



0557949627

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Satwa, Dubai, United Arab Emirates

PROFILE

Dedicated and customer-focused Customer Service Executive with experience in delivering exceptional support and solutions to enhance client satisfaction and loyalty. Proven track record of efficiently handling inquiries, resolving issues and managing customer expectations in fast-paced environments. Adept at utilizing effective communication and problem-solving skills to build rapport with clients and ensure a seamless service experience. Skilled in managing reservations, processing transactions, and collaborating with cross-functional teams to streamline operations.

EXPERTISE

- Customer Support
- Issue Resolution
- Complaint Handling
- Call Centre Operations
- Communication Skills
- Customer Relationship Management
- Active Listening
- Problem-Solving
- Product Knowledge
- Order Processing

CERTIFICATION

IATA Airport Operations, Montreal,
Canada Certified Course | 2016 - 2018

LANGUAGE

ENGLISH

Written, writing, speaking

MALAYALAM

Native language

PERSONAL DETAILS

Nationality : Indian
D.O.B : 19/02/1998
Gender : Male
Marital Status : Single
Passport No : R6175682

EDUCATION

POSTGRADUATE DIPLOMA IN PRE AND PRIMARY TEACHER TRAINING 2021 -2022
INTESOL WORLDWIDE, UNITED KINGDOM

BBA AIRLINE AND AIRPORT MANAGEMENT 2016 -2018
KERALA, INDIA BACHELOR'S DEGREE

WORK EXPERIENCE

GUEST SERVICE AGENT 2023 -2025
NEELIMA BOUTIQUE UDMA, KASARAGOD

- Ensuring a smooth checkout experience.
- Maintained a clean and organized store environment, ensuring products were well-displayed and accessible to guests.
- Communicated product features and benefits clearly to customers, contributing to informed purchase decisions and enhanced customer satisfaction.
- Coordinated with team members to ensure optimal inventory management and restocking of products, facilitating seamless operations.
- Gathered customer feedback to identify trends and areas for improvement, contributing to overall store performance and service excellence.

CUSTOMER SERVICE EXECUTIVE

GO AIRLINES INDIA LIMITED, KEMPEGOWDA INTERNATIONAL AIRPORT,
BENGALURU, INDIA 5 Month

- Facilitate passenger check-in procedures by issuing boarding passes and managing baggage claims efficiently.
- Provide exceptional customer service by addressing passenger inquiries, resolving issues, and delivering information on flight schedules, delays, and gate changes.
- Manage passenger reservations and modifications, ensuring accuracy and adherence to airline policies and procedures.
- Collaborate with ground staff and airport departments to ensure smooth and efficient boarding processes for all flights.

CUSTOMER RELATIONS EXECUTIVE

SHOBHIKA WEDDING MALL, KANHANGAD, KERALA 3 Month

- Provide exceptional customer service by assisting clients with product selection, answering queries, and resolving complaints promptly and effectively.

- Accurately process sales transactions, including cash handling and credit card processing, ensuring efficiency and attention to detail.
- Manage inventory by tracking stock levels, placing orders, and ensuring proper display of textiles on the shop floor to maintain product availability.
- Conduct product demonstrations and provide detailed information on fabric types, care instructions, and fashion trends to educate customers and enhance their shopping experience.

FLOOR MANAGER

PALAKUNNU HYPERMARKET, PALAKUNNU, KASARAGOD

2020 - 2022

- Oversee daily floor operations to ensure high service standards and compliance with store policies and procedures.
- Manage and train a team of sales associates, including scheduling shifts, conducting performance evaluations, and providing ongoing support and guidance.
- Address customer inquiries and complaints promptly, employing effective problem-solving techniques to enhance customer satisfaction and loyalty.
- Coordinate with inventory management to ensure optimal stock levels, accurate product placement, and timely replenishment of merchandise on the sales floor.

TRAINEE CUSTOMER SERVICE EXECUTIVE

BIRD WORLDWIDE FLIGHT SERVICES, COCHIN INTERNATIONAL AIRPORT,
INDIA

6 Months

- Assist in the daily operations of the airport, including check-in, boarding, and baggage handling processes, ensuring adherence to operational procedures.
- Provide excellent customer service by addressing passengers' inquiries, resolving issues, and ensuring a smooth and pleasant travel experience.
- Conduct safety and security checks in accordance with regulations, maintaining a secure environment for passengers and staff.
- Coordinate with various departments such as customs, immigration, and ground services to facilitate efficient flight operations and enhance passenger flow.

DECLARATION

Hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

SWARAG DIVAKARAN