



# SREETHU CHANDRAN

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Dedicated and detail-oriented customer service professional with extensive experience in the airline and logistics industries. Known for exceptional communication skills, problem-solving abilities, and a strong commitment to customer satisfaction. Skilled in handling customer inquiries, resolving issues efficiently, and maintaining high service standards. Experienced in utilizing various software systems to streamline operations and enhance service delivery. Proven ability to work effectively in fast-paced environments, ensuring a positive and seamless customer experience. Seeking to leverage my expertise to contribute to a dynamic team and drive exceptional service outcomes.

## PROFESSIONAL SUMMARY

- Master of Science in Logistic and Supply Chain Management with hands-on experience in healthcare logistics and warehouse operations.
- Skilled in transportation logistics, relationship management, and critical thinking, with a track record of resolving complex supply chain issues.
- Skilled in Microsoft 365 tools to improve reporting accuracy and decision-making processes.
- Strong background in customer service, adept at complaint resolution and maintaining high service standards, as shown in roles with Air India Sats.

## WORK EXPERIENCE

### Coordinator

Springfield Manor Gardens Limited, Preston.

Feb 2022 - Dec 2023

Supervised and coordinated daily activities of care home staff, ensuring adequate coverage and high standards of care.  
 Conducted assessments and developed personalized care plans for residents, regularly reviewing and updating them to meet changing needs.  
 Maintained accurate records and ensured compliance with all relevant regulations and standards.  
 Acted as a liaison between residents, families, staff, and healthcare providers, facilitating effective communication and coordination.  
 Implemented quality assurance programs, conducted audits, and developed improvement plans based on feedback.  
 Ensured health and safety standards were met, conducting risk assessments and responding to incidents promptly.

### Warehouse Operative

Sports Direct, Sheffield

Mar 2021 - Feb 2022

Prepared and completed warehouse orders on time, meeting targets consistently.  
 Used scanners and computer systems to control inventory accurately, reducing stock shortages.  
 Worked with team members to improve workflow efficiency and paid close attention to detail in organizing inventory for smoother order processing.  
 Communicated effectively with supervisors and colleagues to resolve any issues promptly, while also ensuring there were no losses to the company by preventing issues such as lost, damaged, or incorrect items are delivered to customers.

### Customer Service Agent

Air India Sats, Trivandrum

Dec 2019 - Oct 2020

Ensured safe handling of aircraft, passengers, and cargo, following safety protocols and managing and handling all email communications with the teams to align the operational process without any disturbance, conducting end-to-end sanity checks.  
 Used Sabre system for passenger reservations and inquiries efficiently and coordinated with ground staff for smooth operations and on-time departures.  
 Managed paperwork for ground operations and communicated effectively with passengers and resolved issues promptly.

## ACHIEVEMENTS

- Checked in and processed boarding for up to 50 passengers per shift within strict time constraints, maintaining a high level of accuracy and efficiency.
- Coordinated the timely dispatch of over 100 warehouse orders per day, ensuring accurate picking, packing, and shipment to meet customer deadlines.
- Spearheaded a healthcare logistics initiative, enhancing service user satisfaction by 30% through strategic staffing and quality control measures.

## SOFT SKILLS

Customer Service  
 Teamwork  
 Analytical Skills  
 Interpersonal Skills  
 Management  
 Microsoft Office  
 Training  
 Problem-solving  
 Communication  
 Leadership

## TECHNICAL SKILLS

Inventory Management ●●●●○  
 Microsoft Excel ●●●●●  
 International Logistics ●●●●●  
 Computer Literacy ●●●●●  
 Production Schedules ●●●●○  
 Inventory Control ●●●●●  
 Google Products ●●●●●  
 Documentation ●●●●●

## EDUCATION

**Master of Science, Logistics and Supply Chain Management**  
 University of Huddersfield  
 (Jan 2021 - Jul 2022)

**BBA, Airline and Airport Management**  
 Vidyabharathi Group of Institutions  
 (Jul 2016 - May 2019)

## LANGUAGES

English, Malayalam, Hindi