

# UNNIKRISHNAN MELOTH

**UAE Driving License - 4379283**

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**Availability: Immediate**



## **Education Qualification**

- **Bachelor of Commerce** from Nehru Arts & Science College, India (2017 –2020).  
University: Kannur University,  
Kerala, India.

## **Personal Details**

Location : Deira, Dubai  
Date of Birth : 01-11-1998  
Gender : Male  
Nationality : Indian  
Marital Status : Single  
Passport No : P9891471

## **Language known**

- English, Hindi, Malayalam, Tamil.

## **Personal Strength**

- Quick Learner & Team Player.
- Optimistic & Pleasant Personality.
- Ability to handle Multiple Tasks.
- Ability to cope up with different situations.
- Ability to rapidly build relationship and setup trust.

## **Competencies**

- Business Development.
- Easily outgoing.
- Decision Making & Leadership.
- Flexibility & Adaptability.

## **Extra- curricular activities**

- Traveling.
- Socializing with friends.
- Play Sports.

## **Computer Proficiency**

Windows –XP, 7,8,10, MS Office.

## **Reference**

References available upon request.

## **Career Objective**

Looking forward to join a reputable and progressive organization where I would be able to excel my skills and utilize my expertise and professional qualification for future growth of the firm, as well as bolster my skill sets.

## **Work Experience**

- **Guest Experience Ambassador (GXA) in First Security Group at Dubai International Airport.** (Dec 2021 – Nov 2023).
  - Verifying Travel documents like Passport & Boarding pass for passenger's departure flights.
  - Dealing with passenger enquiries about flight departures and arrivals.
  - Responding in a calm and professional manner to customer complaints
  - Assisting disabled passengers or those travelling with infants
  - Communicating and coordinating with colleagues as necessary
  - Ensure customer satisfaction and provide professional customer support.
  - Provide Premium world class Customer experience to all passengers.
  - Promote our service and products to guests & Recommend things todo.
  - Resolve guest enquiries and escalate any issues.
- **Sales Executive in ERAM Motors (Mahindra) at Kerala, India** (Mar 2021 – Oct 2021).
  - Meeting and greeting customers and making them feel welcome.
  - Finding new channels for selling and distribution of products.
  - Building relationships with a customer and subsequently closing the deal.
  - Maintaining good business relationships with existing clients.
  - Deal with customer feedback, enquiries, complaints, and refunds.
  - Supervising junior sales Representatives.

## **Training & Certifications.**

- Successfully completed Guest Experience Ambassador (GXA) Training organized by Dubai airport on 3<sup>rd</sup> Jan 2022.

## **Declaration.**

I, Mr. Unnikrishnan Meloth declare that all the above information about me & my career are true to the best of my knowledge.

UNNIKRISHNAN MELOTH.