

UNNIKRISHNAN MELOTH

UAE Driving License - 4379283

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Dubai, UAE.

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Education Qualification

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

Personal Details

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

- Currently Working as a **Guest Experience Ambassador (GXA)** in **First Security Group** at **Dubai International Airport**. (Jan 2022 - Present).
 - 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.
- Worked as a **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 3rd 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.