



NEETHU GOPAN

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Dubai UAE
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Professional Summary

Customer Service Executive with over 2 years of experience in fast-paced customer support environments. Skilled in managing high volumes of inbound/outbound calls, handling complaints, data entry, CRM systems, and ensuring customer satisfaction. Known for active listening, empathy, attention to detail, and conflict resolution. Seeking a front-line or administrative role in a customer-focused organization where I can contribute to service excellence.

Core Skills & Competencies

- Customer Service & Satisfaction
- Complaint Resolution & Escalation Handling
- CRM & Ticketing Systems (Basic)
- Data Entry & Records Management
- Time Management & Multitasking
- Conflict Resolution & Negotiation
- Appointment Scheduling & Coordination
- High Attention to Detail
- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Email & Calendar Management
- Basic Data Entry & Reporting
- Inbound & Outbound Call Handling
- Email & Chat Support
- Client Interaction & Relationship Building
- Microsoft Office Suite (Excel, Word, Outlook)
- Active Listening & Empathy
- Order Processing & Follow-Up
- Documentation & Administrative Support
- Adaptability & Professionalism
- Basic CRM & Helpdesk Software (Zoho, Freshdesk)
- Typing Speed: 40+ WPM

Professional Experience

05/2024 - 05/2025

Customer Support Associate
A.S Associates, India

- Processed invoices, verified billing data, and maintained accurate customer records.
- Managed customer follow-ups and inquiry resolution via phone and email.
- Collaborated with team members to support client projects and service delivery.
- Recorded customer interactions and feedback in the CRM system.
- Supported onboarding of new customers with welcome calls and guidance.

03/2023 - 03/2024

Customer Service Executive
Brillianz, Dubai, UAE

- Responded to over 100+ customer calls and emails weekly with an average 95% satisfaction rating.
- Handled escalated complaints with empathy and offered prompt resolutions.
- Scheduled and coordinated internal and external meetings for the management team.
- Documented and organized feedback to improve service workflows.

- Supported administrative tasks including appointment booking, data entry, and report generation.
 - Ensured compliance with company procedures and customer service standards.
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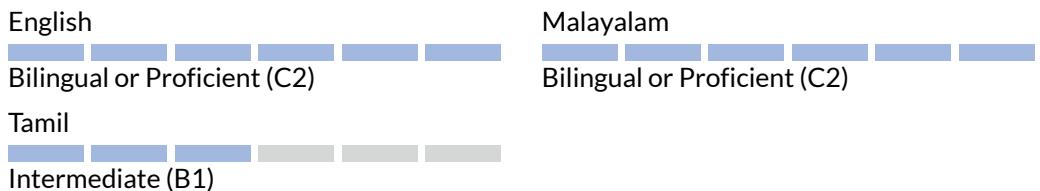
Technical Skills

- CRM Tools: Salesforce, Freshdesk - for case tracking and chat/email support
 - Office Applications: Microsoft Excel, Word and Outlook
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Education

- 01/2021 **Master of Commerce (M.Com), Finance and Taxation, St Mary's College For Women**, Thiruvalla, India
- 01/2019 **Bachelor of Commerce (B.Com), Finance and Taxation, St Mary's College For Women**, Thiruvalla, India
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Languages



Personal Information

- Date of Birth: 04/06/1998
- Nationality: Indian
- Visa Status: Spouse Visa (UAE) | Expiry: 18/09/2026
- Passport No: V4203999 | Expiry: 14/11/2031