



NEETHU GOPAN

neethugopan595@gmail.com
+971-56-330-4688

Dubai UAE
LinkedIn: [linkedin.com/in/neethu-gopan-b98327256](https://www.linkedin.com/in/neethu-gopan-b98327256)

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
Brilliantz, 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.

Technical Skills

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

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

Languages

English

Bilingual or Proficient (C2)

Malayalam

Bilingual or Proficient (C2)

Tamil

Intermediate (B1)

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