

# NEETHU GOPAN

## PROFESSIONAL SUMMARY

To secure a challenging position in a reputed organization to expand my learning, knowledge and skills. Also, to consistently enrich myself in terms of knowledge & experience to contribute remarkably to an organization as well as to my own potential and become an asset.

## EXPERIENCE

### CUSTOMER SERVICE AND INVOICE MANAGEMENT [02/2024 – 05/2024]

#### A.S ASSOCIATES [India, Kerala]

- Invoice processing
- Customer satisfaction
- Complaint resolution.
- Manage customer feedback.
- Payment processing

### CUSTOMER SERVICE EXECUTIVE [07/2022 - 08/2023]

#### BRILLIANZ GRIPOU - Dubai

- Handle customer complaints and provide appropriate solutions to the problems faced by the customers.
- Representation of company.
- Demonstrated understanding of customer needs and priorities, with ability to build effective working relationships with customers.
- Collecting and analysing customer feedback.
- Manage incoming phone calls and e-mails.
- Relationship building.
- Teamwork and communication.
- Query Handling.

### COOPERATIVE BANK (TRAINEE) [03/ 2021 to 08/2021]- INDIA

- Providing excellent customer service by assisting customers with inquiries, transactions and problem resolution.
- Collaborating with other team members to achieve branch goals and objectives.
- Educating customers about banking products and services to meet their financial needs.
- Query Handling.
- Maintained accurate records of cheque transactions, balances and customer accounts.

## EDUCATION

M.Com, Finance & Taxation, 2021

ST. MARY'S COLLEGE FOR WOMEN - Thiruvalla, Kerala

B. Com, Finance & Taxation, 2019

ST. MARY'S COLLEGE FOR WOMEN - Thiruvalla, Kerala



## CONTACT

**Address:** Dubai, UAE

**Phone:** +971 563304688

**Email:** neethugopan595@gmail.com

## CORE QUALIFICATIONS

- Knowledge of MS Office.
- Good time management skills.
- Problem-solving.
- Dedicated and work with a positive attitude.
- Good Communication skills.

## LANGUAGES

- English
- Malayalam

## ABOUT ME

- Date of Birth :04/06/1998
- Gender : Female
- Nationality : Indian
- Marital Status: Married
- Passport No : V4203999
- Visa status : Spouse