

# ARCHANA KACHOTTIL

Dubai, UAE

+971 50 771 2720

archanadeebu3@gmail.com

CUSTOMER SERVICE PROFESSIONAL | FRONT-LINE OPERATIONS

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## PROFESSIONAL SUMMARY

Customer-focused and service-driven professional with extensive experience in high-volume, fast-paced environments. Proven ability to deliver exceptional customer service, handle sensitive situations, and maintain professionalism under pressure. Strong communication and interpersonal skills with fluency in English and multiple languages. Experienced in working in shift-based roles and committed to maintaining high standards in front-line customer-facing positions.

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## CORE SKILLS

- Customer Service & Passenger Assistance
  - Complaint Handling & Service Recovery
  - Front-Line Customer Interaction
  - Multicultural Awareness & Teamwork
  - Shift-Based Work Adaptability
  - Safety, Security & SOP Compliance
  - Baggage Handling Awareness (Transferable Knowledge)
  - Check-in Assistance & Boarding Coordination (Transferable Skills)
  - Interpersonal & Cross-Cultural Communication
  - MS Office (Word, Excel, Outlook) & System Operations
  - Data Entry, CRM Systems & Accuracy
  - Queue Management & Crowd Handling
  - Time-Critical Operations & Multitasking
  - Team Collaboration in Operational Environment
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## PROFESSIONAL EXPERIENCE

### Customer Service Executive – Visa Application Center

BLS International Services L.L.C., Dubai, UAE

07/2025 – Present

- Deliver front-line customer service to 30+ customers daily in a high-volume, fast-paced environment.
  - Handle documentation verification, application processing, and compliance checks with high accuracy.
  - Manage customer queries, complaints, and service recovery, ensuring positive customer experience.
  - Support queue management and smooth customer flow, similar to airport service environments.
  - Maintain accurate records using CRM systems and MS Office tools.
  - Work effectively in shift-based schedules, maintaining performance and service quality.
  - Ensure adherence to SOPs, safety, and confidentiality standards.
  - Collect service fees, issue receipts, and perform accurate cash handling in line with company policies.
  - Maintain confidentiality of personal data in compliance with GDPR and organizational standards.
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### Data Entry Operator

Dynamic Staffing Solutions, Melbourne, Australia

01/2024 – 08/2024

- Maintained large volumes of operational and customer data with high accuracy.

- Used MS Excel and internal systems for data tracking and reporting.
  - Supported administrative and customer service teams with timely update
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### **Marketing Coordinator**

Adithya Marketing, Kerala, India

06/2023 – 01/2024

- Managed customer communications and coordinated daily operations.
  - Handled client inquiries and ensured customer satisfaction.
  - Supported team operations in a dynamic work environment.
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### **Accounts & Marketing Coordinator**

Chundakkadan Agencies, Kerala, India

02/2022 – 01/2023

- Interacted with customers and handled service-related queries.
  - Maintained records and supported operational processes.
  - Coordinated internal and external communications.
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### **Office Administration & Accounting Staff**

Srang Engineering, Kerala, India

05/2020 – 01/2022

- Provided administrative and customer support services.
  - Managed documentation, records, and office communication.
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### **Data Entry Operator & Customer Service Assistant**

Revenue Department – Government of Kerala, India

03/2016 – 04/2020

- Assisted customers with inquiries and government services.
  - Handled high-volume public interactions professionally.
  - Maintained accurate records and ensured proper documentation.
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## **EDUCATION**

- **BA in English Language & Literature** – University of Calicut, Kerala, India
  - **Diploma in Electronics & Communication** – AKNM Government Polytechnic, Kerala, India
  - **Diploma in Computer Applications** – C-DIT, Government of Kerala
  - **Typewriting & Word Processing (English – Higher)** – School of Commerce, Kerala
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## **ADDITIONAL INFORMATION**

- **Languages:** Fluent in English (spoken & written), Hindi, Malayalam, Tamil
- **Technical Skills:** MS Word, Excel, Outlook, Email Systems
- **Typing Speed:** 65 WPM (99% accuracy)
- **Work Flexibility:** Willing to work shifts, weekends, and holidays
- **Presentation:** Willing to work in uniformed, front-line customer-facing roles
- **Visa Status:** UAE Residence Visa