



## ABDULLA ASMIL

### CUSTOMER SERVICE EXECUTIVE

Guest-oriented & Reliable and Airport Customer Service Executive with extensive knowledge of airport procedures. Adept at customer service relations especially in fast-paced environments where efficient operations are essential to an airline's reputation. Proficient in effectively managing daily correspondences and operational tasks to exceed customers' expectations. Experienced with flight booking and problem solving. Seeking a position where my Customer service, accounting, and administrative experience will be further developed and utilized.

#### KEY SKILLS

Passenger Assistance

Customer Service

Telephone Reservations

Airport Security

Communication

Emergency Response

Complaint Resolution

Leadership Quality

Daily reports

#### EMPLOYMENT CHRONICLE

##### ❖ Airport Customer Service Executive Dubai International Airport, UAE

Feb 2022-Feb 2024

- Building customer relationships by establishing rapport with new clients, generating reports, and maintaining professional interactions.
- Provided top-notch customer service by quickly responding to customer inquiries, complaints, and issues.
- Handling customer complaints and resolving issues.
- Ensuring compliance with airport policies and procedures related to customer service, safety, and security.
- Maintaining accurate records of customer interactions, feedback, and complaints, and reporting them to the relevant authorities.
- Providing guidance and assistance to passengers.
- Assisting with airport security procedures.
- Coordinate with other airport departments such as baggage handling, security, and ground handling to ensure smooth operations.
- Providing customers with technical support and customer satisfaction by ensuring that all questions and concerns are taken care of the first time they call in for assistance.

##### ❖ Laundry Coordinator Inter-Continental Resort, Fujairah, UAE

Oct 2019-Nov 2021

- Wash, clean, dry, and fold numerous hotel linen and laundry items.
- Sort the laundry items according to material and color.
- Arrange clothes in the laundry room as per the specifications.
- Wrap the laundry items for pickup or delivery.
- Update the laundry list and record it on a daily basis.
- Maintain cleanliness in the laundry room.
- Assist fellow laundry attendants in loading and unloading laundry washers and dryers.
- Maintain inventory level which includes detergents, sewing machines, detergent cakes, and others. Keep it updated on a regular basis.
- Respond to customer complaints in a professional manner.

#### PERSONAL DETAILS

+971 554137158  
abdullaasmil34@gmail.com

Address Dubai, UAE  
Nationality Indian  
D.O. B 09.03.1995  
Marital Status Married  
Visa Status Visit Visa  
Gender Male

#### ACADEMIC CREDENTIALS

**2015** **DIPLOMA IN AIRPORT MANAGEMENT AND HOSPITALITY**  
ApTech Aviation and Hospitality Academy, India

**2014** **HIGHER SECONDARY**  
Mangalore University, India

**2011** **HIGH SCHOOL**  
Mangalore University, India

#### INTERNSHIP

- ❖ Completed Internship at Bangalore International Airport in 2015

#### TRAININGS ATTENDED

- ❖ Service Hospitality Conducted by Serco Middle East
- ❖ Customer Service Internship Conducted by Bangalore International Airport Limited, India

## LANGUAGES KNOWN

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Tamil
- ❖ Kannada

## ACHIEVEMENTS

- ❖ Colleague of the month  
Intercontinental Resort January  
2021 winner
- ❖ Colleague of the month  
Intercontinental Resort August  
2021 Nominee

## SOFTWARE PROFICIENCY

- ❖ MS Office
- ❖ Data Entry

## PASSPORT DETAILS

Passport No	N1435387
Date of Issue	04.08.2015
Date of Expiry	03.08.2025
Place of Issue	Kozhikode

## ❖ *Front Office Receptionist* *Tea Valley, Kerala, India*

*Mar 2016-Aug 2019*

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

## DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

**ABDULLA ASMIL**