



# ALEENA SHIBU P

## Customer Support

### OBJECTIVE

Dedicated and enthusiastic Customer Support Professional with a proven track record of delivering exceptional service and support to clients. Adept at handling inquiries, resolving issues, and ensuring customer satisfaction. Seeking to leverage strong communication and problem-solving skills in a challenging Customer Support role.

### CONTACT

#### Phone

+971 565748304

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#### Email

[aleenashibu03@gmail.com](mailto:aleenashibu03@gmail.com)

### PERSONAL INFORMATION

Date of Birth: 03-10-1997

Gender: Female

Marital status: Single

Nationality: Indian

Passport no: S5034941

Visa status: Visit Visa

### LANGUAGE

- English
- Malayalam
- Hindi
- Tamil

### EDUCATION

#### BBA in Airline & Airport Management

2016 – 2019

Bharathiar University

St Antony's School of Management Studies

### WORK EXPERIENCE

#### G4S Qatar (2021 November – Present)

##### CASHIER

- Provides a positive customer experience with fair, friendly, and courteous service.
- Bags purchases if needed.
- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.
- Establishing and maintained client relationships through superb communication.

#### G4S Qatar (2019 September- 2021 November)

##### Customer Service Agent

- Guide the customers at the Airport Help them to follow the instructions.
- Serves customers by providing product and service information and resolving product and service problems.
- Maintains customer records by updating account information.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.

#### Arika Travels Cochin (Part Time)

##### Travel Agent Consultant

- Arrange tour packages for customers.
- Take care of their needs from the first day to the last day
- Maintain Good customer relationships.

### SKILLS

- Flexibility and Adaptability,
- Attention to detail and punctuality.
- Confidence with willingness to meet challenges.
- Dedication to the work
- Problem solving skills.