



Mohd Ashfaq Hussain

Customer Service Executive

CONTACT

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Al-Jafaliya, Dubai.

EDUCATION

Bachelor of computer application

Osmania University.
Hyderabad, India.

Computer Science Engineering

Board of intermediate.
Hyderabad, India.

SKILLS

- Microsoft Windows
- Microsoft office
- Typing Speed: 30 Words per minute
- Customer needs assessment
- Documentation and notes
- Customer relationship management
- Account management
- Relationship building
- Technical support
- Excellent written and verbal communication skills.
- Data Analytics
- Problem-solving skills.

PROFILE

Looking forward for a challenging career in a growing organization where I can Find example Opportunities for my professional growth, which enhances my knowledge and refines my skills so that I can render effective services to the organization as a dynamic asset.

PROFESSIONAL EXPERIENCE:

Customer Service

Company Overview:

- (Ms. Travel Lounge Private Limited)
- Deals with customers in person, as well as on the telephone, with respect to airline ticket bookings and other services.
- Preparation of itineraries for different airlines with respect to passengers and sub-agents through the reservation system, on the telephone, or in person.
- Deals with telemarketing with sub-agents (non-IATA and IATA agents).
- Issuance of air tickets for domestic and international sectors.
- Use Galileo and Amadeus to process daily transactions of tickets (reservations, cancellations, rebooking), and other services.
- Deals with Passport and Immigration Services.
- Greet customers warmly and ascertain problem or reason for calling.

Tours packages customized (Dubai)

Developed and implemented customized tour packages for clients based on their specific interests and needs, including tailored itineraries, accommodation choices, and activity selections, consistently exceeding customer expectations and driving repeat business.

- Researching destinations, arranging transportation, and planning itineraries.
- Adapting to travelers' preferences for dates, destinations, or activities.
- Lead groups of tourists through destinations, providing information and ensuring safety. They also plan itineraries and activities, and help tourists learn about the local culture.



SOFTWARE SKILL

- MS Office
- Excel

**Languages proficiency
(Read, Write and Speak)**

- English
- Hindi

KEY SKILLS

- ✓ Good communication, interpersonal, administration.
- ✓ Hard working, reliable, flexible, honest, confident, enthusiastic, and trustworthy.
- ✓ Ability to work as part of a team and using own initiative.

Personal Detail

Father's name : MOHD ASHFAQ HUSSAIN
Date of Birth : 20-03-2003
Age : 21-Years
Place of birth : Hyderabad
Gender : Male
Height : 5.1
Marital Status : Unmarried
Passport No : Y2624486
Nationality : Indian