



MOHAMMED HARIF

Dedicated professional with over 10 years of experience in ground handling and customer care within the aviation and travel sectors. **Seeking a Guest Service Agent position at Abu Dhabi Airport.** Proven ability to coordinate operations for timely aircraft turnaround, provide exceptional customer service, and enhance passenger experiences. Strong interpersonal skills and knowledge of travel regulations ensure smooth check-in and effective resolution of inquiries and issues.

CONTACT

UAE - +971 562714975, +91 9061707224

Email : harif.n3@gmail.com

Present Address: Abu Dhabi, UAE

SKILLS

- Customer Service
- Ground Operations and ramp and baggage handling
- Passenger Experience
- Interpersonal Skills
- Communication Skills
- Travel Regulations
- Operational Coordination
- Time Management

COMPUTER SKILLS

MS Office, Word, Excel, Power point, Photoshop, Flash, Dream Wieve, C, C++, Visual Basic (VB), Java, Java Script, Vb script, .net, html, dhtml, css, Windows 7 and 8, XP, Vista, Linux, MS Dos, Windows NT, 2000, 2003

PERSONAL INFO

Nationality : Indian
Gender : Male
D O B : 30/10/1988
Driving License : 973527 (UAE)
Issue Date : 09/12/2010
Expiry Date : 07/12/2025

LANGUAGES KNOWN

English : Speaking, Reading & Writing
Arabic : Speaking, Reading & Writing
Hindi : Speaking, Reading & Writing
Malayalam: Speaking, Reading & Writing

EDUCATION & CERTIFICATES

DIPLOMA IN COMPUTER SCIENCE

Luna Institute of Engineering Technology, Trissur | 2007 – 2010

HIGHER SECONDARY

Markaz Higher Secondary School, Kerala, India

SSLC

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WORK EXPERIENCE

➤ 14/4/2014 - 30/07/2024

GROUND HANDLING AND OPERATION ABUDABI AIRPORT

- Coordinated ground handling operations to ensure timely aircraft turnaround.
- Oversaw baggage handling for efficient sorting, loading, and delivery.
- Maintained compliance with safety and operational standards.
- Collaborated with teams to enhance passenger service and operational efficiency.

➤ 2 Years

TRAVEL AND TOURISM TRAVELS INDIA

- Assisted clients in planning and booking domestic and international travel itineraries.
- Provided exceptional customer service to enhance client satisfaction and retention.
- Coordinated logistics for group tours, including transportation, accommodation, and activities.
- Developed knowledge of travel regulations and industry trends to offer informed recommendations.

➤ 3 Years

CUSTOMER CARE AIRPORT FIELD

- Provided excellent customer service to passengers, addressing inquiries and resolving issues.
- Assisted with check-in processes to ensure smooth and efficient boarding procedures.
- Handled complaints and feedback to improve passenger experiences and service quality.