



MUHAMMED AFRIDI

CONTACT

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PROFILE

Experienced Sales Executive in the travel industry seeks a challenging position, excelling in both team and solo projects. Dedicated, self-motivated, and loyal.

EDUCATION

Foundation in Travel and Tourism (IATA/UFTAA) , Akbar Academy of Airline Studies, Calicut, India

Diploma in Aviation Hospitality and Airport Management, Akbar Academy of Airline Studies, Kozhikode

• GDS (Galileo, Sabre, Amadeus)

SKILLS

- Revenue and profit maximisation
- Marketing
- New Business Development
- Customer satisfaction
- Territory Management
- Cash-flow analysis
- hands on Tally, excel, photoshop,office.
- Market Analysis
- Sales Strategies

LANGUAGES

English - Fluent
Hindi- Fluent
Tamil - Fluent
Malayalam-Native

Cashier

Pasons hyper market, UAE Feb - Dec 2024

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Bags purchases if needed.
- Processes return transactions.

Cashier

Lulu international, UAE 2021-2023

- Worked with Sales & cashier provide information and ensure accuracy.
- Handled payments and filed all financial transactions and receipts.
- Brought forth an energetic and enthusiastic attitude.
- Effectively planned future engagements and projects as needed.
- Prepare budget forecasts
- Resolve customer complaints, guide them and provide relevant information

**Airport Ground Staff -Trainee , CIAL INTERNATIONAL
AIRPORT COCHIN
SEP 2020 – DEC 2020**

- Greeting customers with kind and courteous customer service, whether they need help with the kiosk checking in, checking in baggage at the counter, or asking questions about what can be taken through security.
- Verifying identification and travel documents to efficiently board passengers for an on-time departure.
- Resolving customer requests, questions, and complaints frequently requires analysis of situations to determine the best use of resources.
- Escorting passengers to flights, with special attention to senior, disabled, and minor passengers.

**Ticketing Staff , AKBAR TRAVELS OF INDIA
2017 - 2018**

- Participated in staff and team meetings and offered a positive presence and outlook.
- Made booking arrangements for clients in person on the phone and online.
- Worked to diligently resolve booking and scheduling issues.
- Managed passenger database.
- Worked to resolve passenger booking issues.
- Handled internal and external communications.