


Junaid Iqbal



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Objective

Dedicated and service-oriented professional with a proven track record as a Guest Service Agent, eager to transition into a rewarding career as a Cabin Crew member within the aviation industry. Bringing a strong foundation in customer service, impeccable attention to detail, and exceptional communication skills to ensure the safety, comfort, and satisfaction of passengers on every flight. Ready to apply my passion for hospitality, adaptability, and unwavering commitment to passenger well-being to contribute to the excellence of Etihad Airways as a Cabin Crew member.

Experience

- **Etihad Airways** 1/May/2022 - 8/Aug/2023
 - Guest Service Agent

Exceptional Customer Service:- Delivered outstanding service to travelers, ensuring a seamless and positive experience.

Passenger Assistance:- Assisted passengers with check-in, boarding, and resolving travel-related inquiries and issues.

Efficient Check-In:- Conducted efficient check-in processes, verified travel documentation, and provided boarding passes.

Problem Resolution:- Proficiently addressed passenger concerns and ensured timely resolution of issues, enhancing overall passenger satisfaction.

Baggage Handling:- Managed baggage check and ensured the safe and accurate transfer of luggage to designated flights.

Security Compliance:- Adhered to airport security protocols, verifying passenger identification and enforcing safety measures.

Multitasking:- Efficiently handled a high volume of passenger interactions while maintaining attention to detail and accuracy.

Communication Skills:- Demonstrated effective communication in coordinating with airline staff, security, and other airport personnel.

Adaptability:- Thrived in a fast-paced airport environment, adapting to changing circumstances and prioritizing passenger needs.

Technology Utilization:- Utilized airline systems (Sabre, Amadeus) and technology for check-in, reservations, and passenger information updates.

Team Collaboration:- Collaborated seamlessly with airport staff and colleagues to ensure a coordinated and efficient passenger experience.

Language Proficiency:- Provided assistance in multiple languages, catering to the diverse needs of international travelers.

Guest Satisfaction:- Consistently received positive feedback from passengers for courteous and attentive service.

- Red Eagle Montessori and School** 3/Jan/2017 - 28/Sep/2021
 - Receptionist

Outstanding Customer Service:- Consistently exceeding expectations and ensuring positive guest experiences.

Effective Communication:- Clear and professional communication, both written and verbal.

Problem-Solving:- Quick resolution of diverse inquiries, maintaining calm under pressure.

Attention to Detail:- Meticulous record-keeping and task efficiency.

Team Collaboration:- Strong teamwork and adaptability in dynamic environments.

Organizational Skills:- Efficient multitasking, appointment scheduling, and time management.

Professionalism:- Polished appearance and upholding company standards.

Technology Proficiency:- Competence in office software and systems.

Guest-Focused Approach:- Dedication to passenger comfort, satisfaction, and safety.

Education

- Government Degree College (Pakistan)** 2013_2015
 - ICS
- University of Sargodha (Pakistan)** 2015_2017
 - Bachelor of Arts

Skills

Amadeus Departure control system Sabre Departure control system Computer skills
quantity Surveying

Reference

- Prakash Roshan D'souza - Etihad Airways**
 - Team leader (Terminal Operation)
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