



# AHEREZA ALLAN

12a,street naif  
971503879354 | ahereallan@gmail.com

---

## Objective

Customer service professional with over 4 years of experience in airport assistance and retail support, expert in passenger assistance and issue resolution. My key achievements include assisting people of determination and providing seamless passenger support at Dubai International Airport in all Terminals and training new team members in customer service best practices. Comfortable working with diverse teams using CRM software to track and resolve issues.

---

## Experience

- **Dulsco LLC (contractor) DUBAI INTERNATIONAL Airport** 11/2021 - Present  
WHEEL CHAIR ATTENDANT
  - Assisted people of determination through screening processes and baggage handling also provided passengers with information regarding flight delays, cancelled and updates.
  - Acknowledge passengers about airport safety procedures and regulations.
  - Collaborated with team leaders and co workers to provide smooth service to passengers to reach on time to their boarding gates and those with connecting flights to reach their next flights on time
- **AGS LOGISTICS, DUBAI** 01/2021 - 10/2021  
Cashier Assistant
  - Provided customer support and product guidance, ensuring smooth transactions.
  - Trained new team members in customer service and cash handling.
  - Maintained high service standards through accurate and efficient transactions and also good at CRM software system.
  - Handled transactions, managed queues, supported stock management.
- **Wemart supermarket** 02/2019 - 10/2020  
Customer service representative
  - Assisted customers with purchases, offering friendly and informative service.
  - Managed cash transactions efficiently and ensured fast checkout processes.
  - Collaborated with marketing teams to promote special offers and packages.

---

## Education

- **Nansana secondary school** 2019
- **Mindluster** 2025  
Hospitality and Tourism management

---

## Skills

- Exceptional customer service & hospitality
- Communication
- Problem solving
- Teamwork & adaptability in fast paced environment
- Time management
- Active listening