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# MOHAMED JAMSHEED CP

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## Summary

Dedicated and results-driven Customer Service Associate with some experience in providing exceptional support to customers. Skilled in conducting troubleshooting and resolving issues in a timely manner. Proven ability to communicate effectively with customers and provide high-quality service. Proficient in utilizing customer service software and maintaining accurate records. A team player with a strong work ethic and a passion for delivering outstanding customer experiences. Looking to further develop my skills and contribute to the success of a dynamic and customer-focused organization.

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## Work Experience

November, 2022 - present,	SECURITY GUARD <a href="#">Orion Security Services Ltd.</a>
January, 2020 - November, 2022	CUSTOMER CARE REPRESENTATIVE <a href="#">Al Furooj, Kingdom of Saudi Arabia</a>
April, 2019 - October, 2019	GROUND HANDLING AGENT, CALICUT AIRPORT <a href="#">Indigo Airlines</a>
November, 2018 - March, 2019	CUSTOMER SERVICE AGENT <a href="#">Al Telal Supermarket, Calicut</a>
March, 2018 - August, 2018	AIRPORT OPERATIONS INTERSHIP <a href="#">Trivandrum International Airport</a>

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## Education

June, 2015 - April, 2018 Calicut, India	Airport Operations <a href="#">Montreal, Canada</a>
June, 2015 - April, 2018 Calicut, India	Aviation Security <a href="#">Montreal, Canada</a>
June, 2013 - March, 2015	Higher Secondary Education <a href="#">Board of Higher Secondary Education, Govt. of Kerala 2015</a>
June, 2004 - March, 2013	SSLC <a href="#">Central Board of Secondary Education</a>

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## Skills

Customer Service

Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention.

## Technical



Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software.

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## Languages

- English  
Fluent
- Arabic  
Intermediate
- Hindi  
Intermediate
- Malayalam  
Expert

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## Training & Certifications

2020	G-Operator <a href="#">G-TEC Computer Education</a>
2018	Airport Operations <a href="#">Montreal, Canada</a>
2018	Aviation Security Awareness <a href="#">Montreal,Canada</a>

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## Personal Information

Birthday :	07/11/1997
Nationality :	Indian
Gender :	Male
Marital Status :	Single
Passport No :	R6178252
Father Name :	Ibrahim Kutty CP
Mother Name :	Kadeeja CP