

SAHIL AHMED PM

CUSTOMER SERVICE EXECUTIVE



ABOUT ME

A customer service executive is a professional offering answers to the customers of an organization. They communicate the why's and how's of a company's service expectations. They perform a wide range of duties like answering phones and responding to customers' queries. They often need to offer front-facing duties that influence the customer experience of an organization. They might have to lead a team of customer service professionals. Customer service executives also need to educate other professionals on how to handle customers and their queries. A customer service executive builds a positive image of a company by helping customers. An efficient customer service executive will ensure that customers are satisfied. Satisfied customers are more likely to come back to an organization.

CONTACT ME

+971 0561 454 403

+91 7025 532 364

sahilpm43@gmail.com

Meena Bazar,
Bur Dubai

HOBBIES

- Traveling
- Music
- Sports

LANGUAGE

English, Hindi, Tamil, Malayalam

PASSPORT DETAILS

No: V4322320

Expiry: 07 Nov 2031

PERMANENT ADDRESS

PM House, Kuniyil paramba Naduvattom
PO, N Beypore Kozhikode- 673015
Kerala - India

EDUCATION

SSLC

2017 - Sri ramakrishna Mission h s s- Kozhikode

Plus Two Commerce

2017 - 2019 JDT Islam h s s- Kozhikode

Diploma in Airline and Airport Management

2021- Alhind Academy- Kozhikode

JOB EXPERIENCE

INDO THAI PVT LTD | Customer service executive 2023 - Present

Key responsibilities:

- Greeting and welcoming Passengers, and responding to questions.
- Assisting disabled passengers and those with small children.
- Providing information to passengers.
- Keeping passengers Updated on any changes to flight information.

AV TRAVELS | Ticketing and Visa Consultant 2023 (3 month)

- Promoting and Marketing the business.
- Dealing with customer queries and complaints.
- Providing advice about visa.
- Making reservations.

AIASL (Air India Airport Service Limited) Passenger Service Agent 2022 -2023

- Help Passengers with self - serve or assisted check in procedures.
- Verify travel documents and provide boarding pass.
- Check booking and issuing boarding pass.

ACHIEVEMENTS

2022 -2023 The best tier 1 airport in southern region for the year 2022.

SKILLS

- Galileo
- Sabre
- Amadeus
- Go Now (Flynas, Air India Express)
- Amadeus (Air India, Air Arabia)
- Ipport (Salam Air)
- Microsoft Office and Excel