



# BAKHIR ISMAIL

C A B I N C R E W

## CONTACT

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Dubai, United Arab Emirates

## EDUCATION

2023-2024  
RABIBDRANATH TAGORE  
UNIVERSITY

- Bachelor of business administration

2022-2023

VISION SCHOOL OF AVIATION

- Diploma in aviation by IATA

## SKILLS

- Customer satisfaction measurement
- Active Listening
- Customer Service
- Data Entry
- Problem-solving abilities
- Scheduling
- Team Development

## LANGUAGES

- English
- Malayalam
- Hindi
- Arabic

## PROFILE

Skilled Customer Service Professional with a proven track record at Cochin International Airport, enhancing customer loyalty through empathetic resolution of complaints and active listening. Excelled in team development and data entry, significantly improving customer satisfaction scores. Demonstrates exceptional problem-solving abilities and a commitment to excellence in every interaction.

## WORK EXPERIENCE

### Customer service representative

2023-2024

COCHIN INTERNATIONAL AIRPORT

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Developed rapport with customers through active listening skills, leading to higher retention rates and positive feedback from clients.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.

### Customer service, Travel consultant

AKBAR TRAVELS OF INDIA

2022-2023

- Increased repeat business by providing outstanding customer service and addressing client concerns promptly.
- Negotiated with vendors to secure competitive rates, resulting in cost-effective travel options for clients.
- Kept abreast of all airline rules, regulatory requirements and industry standards when scheduling travel arrangements.
- Collaborated with team members to optimize travel recommendations and share industry knowledge.