



## Contact

### Phone

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### Email

ajmalzadiq@gmail.com

### Address

MUSAFFAH

SHABIYA - 10

ABUDHABI, UAE

## Education

2017

**BA Economics**

Calicut University, Kerala, India

2019

**PG Diploma In Airport Management**

BSS & Ministry Of Education, Dubai

## Expertise

- Amadeus
- Microsoft office (Word, Excel)
- Customer handling and record keeping
- Sales and communication.
- Leadership
- Administration

## Language

English

Malayalam

Arabic ( Moderate)

Hindi (Moderate)

# MUHAMMAD AJMAL P

## CUSTOMER SALES AND SERVICE AGENT

### PROFILE

Experienced customer service professional with four years of dedicated service in the industry. Experience in interacting with clients from a hundred plus countries, especially from Europe. Proven track record of solving problems and improving customer experiences.

## Experience

### May 2020 - July 2023

**AIR INDIA AIRPORT SERVICE LTD, COCHIN INTERNATIONAL AIRPORT LTD, INDIA**

#### Customer Service Agent:-

Verifying and inspecting passengers documents, Check-in the passengers and provide their boarding passes, Weight passengers bags and issues baggage tags, Brief the passenger about flight time, gate no and boarding time, Making public address announcement whenever required, Boarding on-board coordination at the time of disembarking and boarding, Provide proper information to customs and immigration regarding the flight, Dealing with passengers problems in arrival and departure sectors, Preflight and postflight documents filing, Maintaining high standards of security and services at the airport.

### May 2017 - June 2018

**SAAS RESIDENCY HOTEL, CALICUT, INDIA**

#### Front Office Executive:-

Perform all Check-in and Check-out tasks, Manage online and phone reservation, Inform customers about payment methods and verify their credit card data, Register guests collecting necessary information (like contact details and exact dates of their stay), Welcome guests upon arrival and assign rooms, Provide information about our hotel, available rooms, rates and amenities, Respond to clients complaints in a timely and professional manner, Liaise with our housekeeping staff to ensure all rooms are clean and tidy, Maintain update records of booking and payments.

## PERSONAL DETAILS

Date of birth : 07-09-1995

Gender : Male

Nationality : Indian

Marital Status : Single

Passport No : T3469278

Visa Status : Visit Visa

## ACHIEVEMENTS & TRAINING

- Appreciation letter received from AIR INDIA AIRPORT SERVICE LTD
- DGR Training & AIASL Safety Management System Training

## DECLARATION

I hereby declare that the above furnished information is true to the best of my knowledge.

Date :

Place :

Muhammad Ajmal P