



# Mubashir Chettiyanthodi

My desire is to build a successful career in service oriented organization and to be a part of highly motivated team wherein I have an opportunity to demonstrate and develop my skills, make a positive contribution, set standards, gain more confidence and help organization to achieve its goals

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## WORK EXPERIENCE

### Life Pharmacy Store Manager

03/2018 – 2023 Dubai

2024 Abudhabi

#### Achievements/Tasks

- Develop strategies to improve customer service, drive store sales, increase profitability, and create store policies and marketing programs that will increase sales and grow the existing customer base
- Ensure customer needs are met, complaints are resolved and service is quick and efficient
- Ensure all products and displays are merchandised effectively to maximize sales and profitability
- Forecast staffing needs and develop a recruiting strategy to provide optimal staffing in all areas

### Air India sats Airport Services pvt Ltd Customer service agent

#### Ethihad Airways

10/2012 – 10/2015 Delhi

#### Achievements/Tasks

- Responding promptly to customer inquiries Maintaining a positive, empathetic and professional attitude toward customers at all time
- Managing a team of junior customer service representatives
- Providing feedback on the efficiency of the customer service process Acknowledging and resolving customer complaints
- Processing orders, forms, applications, and requests Keeping records of customer interaction
- Communicating and coordinating with colleagues as necessary
- Ensure customer satisfaction and provide professional customer support

## EDUCATION

### BBA in Airline and Airport Management Bharathiar University Coimbatore

06/2011 – 06/2014

### Diploma in airline and airport management

Aimfill International Cochin

06/2011 – 06/2012

### Diploma in cabin crew services

Aimfill International Cochin

06/2011 – 06/2012

### Diploma in Hospitality management

Aimfill International Cochin

06/2011 – 06/2012

## PERSONAL DETAILS

Date of Birth : 24Jan1992  
Nationality : Indian  
Gender : Male  
Passport No : V8999803  
Location to work : Anywhere  
Visa status : Employment Visa

## SKILLS

Safety and service  
Emergency response  
Customer service  
Communication  
Leadership

## PROFESSIONAL TOOLS

MS Office  
Adobe Photoshop  
Sabre

## INTERESTS

Aviation  
Netsurfing  
Swimming  
Badminton  
Photography

## LANGUAGES

Hindi	English
Full Professional Proficiency	Full Professional Proficiency
Malayalam	Arabic
Native or Bilingual Proficiency	Professional Working Proficiency
Tamil	
Professional Working Proficiency	

## DECLARATION

I hereby declare that all the above mentioned information is true to the best of my knowledge. Given an opportunity, I would dedicate my best efforts and aim to excel in whatever task that may be assigned to me.