

MUHAMMAD KHALIFA



Contact

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Skills

- Flight documents verification
- Live chat support
- Luggage processing
- Assertiveness
- Customer advocacy
- Email correspondence
- Stakeholder relationship management
- Pressure handling
- Excellent communication skills

Education

SKYLINE UNIVERSITY

Sharjah, SH

Diploma of Higher

Education: TRAVEL AND
TOURISM MANAGEMENT
2018

- [Degree] Graduate

SKYLINE UNIVERSITY

Summary

Dedicated and detail-oriented Customer Service specialist with 5 years of professional work experience. Excel at prioritizing, completing multiple tasks simultaneously and following through to achieve goals. Flexible and goal-oriented team player with expertise in scheduling, customer relationship management and document control. Dependable self-starter and forward-thinker.

Experience

FRONT OFFICE AND CUSTOMER SERVICE AGENT

SAROVA WHITESANDS BEACH RESORT | MOMBASA, KENYA | Jan 2024 - Nov 2024

- Streamlined scheduling process to address and prevent conflicts.
- Addressed conflicts effectively to boost sales.
- Built warm relationships with customers through various communication channels.
- Documented comprehensive records on customer inquiries and resolutions to ensure accurate future reference.
- Excelled in quality assurance evaluations through consistent application of performance feedback to enhance personal growth.
- Efficiently addressed large volumes of calls, resolving customer issues.
- Delivered exceptional customer service by proactively understanding and meeting needs.
- Implemented protocols ensuring uniform response rates and service standards.
- Maintained precision in processing customer orders and financial transactions.
- Facilitated weekly meetings to review performance metrics.

SALES AND RESERVATIONS AGENT

MASH EAST AFRICAN LIMITED | MOMBASA, KENYA | Nov 2022 - Dec

Sharjah, SH
Diploma of Higher
Education: IATA
FOUNDATION
2018

- [Degree] Graduate

ISTIQAMA SECONDARY
SCHOOL
MOMBASA,KENYA
Certificate of Higher
Education: GENERAL
STUDIES
2016

- [Degree] Graduate

- Engaged in trainings aimed at boosting expertise in product knowledge and service delivery.
- Implemented effective upselling methods to boost holiday prices by offering additional packages.
- Resolved overbooking issues by collaborating with customers to adjust accommodations.
- Delivered comprehensive details about amenities, services, and nearby attractions to elevate guest satisfaction.
- Engaged in conventions, travel expos and seminars for updated knowledge of popular destinations.
- Informed customers about necessary visas and travel documentation.

Ticketing and Reservation AGENT

MANTRA MARKETING AND TRAVEL LTD | MOMBASA, KENYA | Apr 2020 - Aug 2022

- Monitored local events and local market news to forecast impact on demand calendars.
- Managed reservation inquiries via telephone, email, and in-person, delivering exceptional customer service.
- Tracked customer information, interactions and trip plans with CRM system.
- Educated customers about visas and documents required for specific travel destinations.
- Compiled reports on reservation activity for senior management review.
- Handled telephone, email, and online booking enquiries, providing prompt responses and excellent service to prospective guests.
- Booked and managed hotel reservations, employing company policies to handle cancellations and complaints.

Languages

English: C1

Advanced