

# Ruknudheen Ameer K K

ameerruknudheen@gmail.com

+971 568070646 | +91 9037693632



## CAREER OBJECTIVE

Aspiring aviation professional with a unique blend of expertise in both ground handling operations and customer service.

## EDUCATION

2021-Current	GRADUATION – BACHELOR OF COMMERCE <ul style="list-style-type: none"><li>Bharathiar University, Coimbatore</li></ul>
2015-2016	CADD CENTER   DIPLOMA IN ARCHITECTURAL DESIGNING <ul style="list-style-type: none"><li>Professional Diploma in Architectural Designing</li></ul>
2014-2015	HIGHER SECONDARY SCHOOL (10+2 Grade) <ul style="list-style-type: none"><li>NIOS National Institute of Open Schooling, India</li></ul>
2011-2012	HIGH SCHOOL – (10 Grade – SSLC) <ul style="list-style-type: none"><li>GHSS Kuttippuram High School (Govt.), India</li></ul>

## PERSONAL STRENGTHS

- COMMUNICATION
- SERVICE
- ORGANIZATION
- MANAGEMENT
- ADAPTABILITY
- CUSTOMER SERVICE EXCELLENCE

## EXPERIENCE

### RAMP / GROUND CREW | October 2023 – March 2024

ETIHAD AIRWAYS EAS, ABU DHABI, UNITED ARAB EMIRATES

Orchestrate seamless turnaround processes for departing flights, ensuring adherence to strict schedules.

### CUSTOMER SERVICE REPRESENTATIVE | January 2020 – September 2023

ASTER DMHEALTHCARE, DUBAI, UNITED ARAB EMIRATES

Assisted patients, visitors, and healthcare professionals with inquiries, appointments, and information.

## ACHIEVEMENTS

- Spearheaded optimizing appointment scheduling procedures, yielding a notable 20% reduction in wait times.
- Pioneered the introducing of a feedback system, resulting in a commendable 15% enhancement in patient satisfaction scores.

## PERSONAL DOSSIER

Gender	: Male	Date of Birth	: 18/01/1997
Nationality	: Indian	Marital Status	: Single
Passport Number	: P1436327	Driving License	: 4418443 (UAE License)

## LANGUAGES KNOWN

English, Malayalam, Hindi, Tamil & Arabic

## COMPUTER PROFICIENCY

MS Word, MS Excel, MS PowerPoint, Basic Operations, Internet & Email

## KEY SKILLS

Team Work, Work Ethic, Attention to Detail, Conflict Resolution, Customer Service, Time Management, Interpersonal ability, Detail Oriented, Adaptability, Problem- Solving Ability, Leadership.

## DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**Ruknudheen Ameer K K**