



SHAHID

Customer service Agent

CONTACT

DEIRA, NEAR AL RAS METRO STATION, DUBAI

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+97156 364 8656

Date Of Birth: 01/11/2001

Passport No: T485768

Visa Status: Visit Visa

Visa Expiry: 03/03/2024



EDUCATION

Courses

BBA Airport Management

Diploma in Airline and Airport Management

Diploma in Cabin Crew Management

Higher Secondary



LANGUAGES

- ENGLISH
- MALAYALAM
- HINDI



PROFILE SUMMARY

A highly motivated customer-oriented individual with extensive experience in the transportation industry. Possesses excellent communication and problem solving skills to provide exceptional customer service to airport passengers.



WORK EXPERIENCE

2021-2023

AIR INDIA SATS- Kempegowda Intl Airport Bangalore Customer Service Agent

- Assist passengers in ticket sales and reservations including reservation changes.
- Passenger check-in including the movement of checked baggage
- Provide airline information to passengers as required.
- Greet passengers as they enter the terminal and provide direction to the airline ticket counters.
- Assist in passenger boarding



SKILLS

- Dependability
- Multilingual Communication
- Problem Solving skills
- Decision Making Capability
- Negotiation Skills
- Customer Relationship Management
- Quick Learning