

SHANNOOR .K



PROFILE DETAILS

Address:
DUBAI - UAE

Phone:
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E-mail:
Shanoorrbm@gmail.com

Nationality:
INDIAN

Passport:
R 5048552

VISA - Own visa Transferable
DOB : 25 -05-1988

ADDITIONAL SKILLS:

- Communication Skills
- Customer Focus
- Adaptability
- Knowledge of Attractions
- Language Proficiency
- Presentation Skills
- Safety Awareness
- Time Management
- Cultural Sensitivity
- Teamwork
- Positive attitude
- Problem solving
- Schedule shifts wise
- Taking Responsibility
- Effective Listening, Self-Control

CUSTOMER SERVICE EXECUTIVE

Dedicated customer service professional with extensive experience in customer facing industries, front office reception with a passion for delivering exceptional customer service. Proven ability to create memorable experiences through in-depth knowledge of landmarks. Strong communication skills, fluency in multiple languages, and a commitment to ensuring guests' satisfaction. Eager to contribute enthusiasm and expertise to enhance the overall travel experience.

WORK EXPERIENCE

CITYSTAR INTERNATIONAL _ UAE 07-2020 _ 08-2023
CUSTOMER SERVICE & FRONT OFFICE RECEPTION :

- Assisted clients as necessary and satisfied the needs and desires of customers.
- Resolved escalated issues by collaborating with cross-functional teams, leading to reduction in customer complaints.
- Addressed customer inquiries via phone and email, consistently maintaining a customer satisfaction rating
- Coordinated with bus drivers, bus companies, restaurants, and hotels
- Communicated with different age groups and languages
- Operated a service desk, answered guest's questions about the brewing process and the local area.
- Developed tour programming to enhance guest's experiences and provided training to employees

ROYALBOAT MARINE SERRVICES _ DUBAI 07-2017 _ 06-2019
CUSTOMER SERVICE EXECUTIVE:

- Managed the intranet on behalf of the tour office by collecting relevant group information and constructing a reliable database of visitors.
- Hosted tours in addition to various office tasks and also cashiered at the contiguous gift shop as needed, fulfilling expected sales clerk duties.
- Organized and reorganized itinerary according to the date, weather, clients, and the situation of attractions.
- Established personal relationship with clients, thus advertised new tours to them.

EDUCATION

UNIVERSITY OF CALICUT - INDIA
BACHELOR'S DEGREE
B.COM WITH COMPUTER APPLICATION.
MICROSOFT CERTIFICATION
MICROSOFT CERTIFIED PROFESSIONAL.
DATA ENTRY.

LANGUAGES

| | |
|----------------|--|
| ENGLISH | — Expert in written and verbal fluency |
| HINDI | — Expert in written and verbal fluency |
| MALAYALAM | — Expert in written and verbal fluency |
| ARABIC & TAMIL | — Conversational |