



# SAHIL VIJH

CUSTOMER SERVICE  
OFFICER

## CONTACT



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Dubai, United Arab Emirates  
88878

## SKILLS

- Active Listening
- Excellent Communication Skills
- Data Analysis
- Customer Inquiries
- Revenue Generation

## LANGUAGES

- **English**  
Fluent
- **Hindi**  
Fluent
- **Punjabi**  
Advanced

## PROFESSIONAL SUMMARY

Dependable worker with knowledge of customer service, data entry, and records management. Highly organized and self-motivated, with excellent communication and interpersonal skills. Demonstrated ability to prioritize tasks and meet deadlines. Ambitious individual with strong organizational and multitasking skills, as well as an aptitude for technology. Ready to apply knowledge and skills to any challenge.

## EXPERIENCE

January 2022 - November 2023

### **Ticketing Officer**

Western Overseas, New Delhi, Delhi

- Responded quickly and efficiently to inquiries from customers regarding seating arrangements or other questions they may have had.
- Worked on Multiple Work.
- Interview Trainer, Content Writer, SOP Writer, Ticketing Agent.
- Resolved customer issues with tickets and seating arrangements promptly and efficiently.
- Trained new staff members on proper procedures related to ticketing processes.
- Provided excellent customer service and support to patrons of the venue in a timely manner.
- Answered inquiries regarding schedules, accommodations, procedures, or policies Etc.

July 2018 - August 2021

### **Cabin Crew Member**

Air India Pvt Ltd., Chennai, Tamil Nadu

- Demonstrated flexibility in adapting to various situations that arose during the flight such as medical emergencies or disruptive passengers.
- Adhered to company policies regarding security measures, emergency protocols and other operational guidelines.
- Developed strong communication and interpersonal skills by interacting with passengers and colleagues in a professional manner.
- Demonstrated excellent customer service skills while managing a wide variety of passenger needs on international flights.
- Performed pre-flight checks, ensuring all aircraft systems were functioning properly before departure Etc.

May 2016 - June 2018

### **Customer Service Representative**

Spice jet Airline Pvt Ltd., New Delhi, Delhi

- Maintained a high level of professionalism when dealing with difficult customers.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Provided exceptional customer service to ensure customer satisfaction.
- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.
- Tracked all incoming calls and emails from customers using appropriate software applications Etc.

## EDUCATION

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May 2015

**Bachelor of Arts (B.A.) in Business of Arts**

Delhi University, Delhi

August 2011

**Diploma in Hospitality Management**

Aviation and Hospitality Academy, Rajouri Garden

March 2008

**High School Diploma**

S.M Aryan Public School, Punjabi Bagh

March 2006

**GED**

S.M Arya Public School, Punjabi Bagh

## CERTIFICATIONS

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- Swimming Certificate

## ADDITIONAL INFORMATION

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Nationality : Indian

Passport : (S6386667)