

**MUHAMMAD AJMAL P**

**Mobile :** +971 504753106

**:** +91 9207022823

**Email :** [ajmalzadiq@gmail.com](mailto:ajmalzadiq@gmail.com)



## **PROFILE**

Experienced Customer service professional with Four years of dedicated service in the industry. Experience in interacting with clients from hundred plus Countries especially from Europe. Proven track record of solving problems and improving customer experiences.

## **WORK EXPERIENCE**

### ❖ **AIR INDIA AIRPORT SERVICE LTD, COCHIN INTERNATIONAL AIRPORT LTD, INDIA**

May 2020 – July 2023

Designation: **Customer Service Agent**

#### **Responsibilities:**

- ➔ Verifying and inspecting passengers' documents.
- ➔ Check in the passengers and provide their boarding passes.
- ➔ Weigh passengers' bags and issue baggage tags.
- ➔ Brief the passenger about flight time, gate No, and boarding time.
- ➔ Making public address announcements whenever required.
- ➔ Boarding, onboard coordination at the time of disembarking and boarding.
- ➔ Provide proper information to customs and immigration regarding the flight.
- ➔ Dealing with passengers' problems in arrival and departure sectors.
- ➔ Preflight and post flight documents filing.
- ➔ Maintaining high standards of security and services at the airport.

### ❖ **SAAS RESIDENCY, CALICUT, INDIA**

May 2017 – June 2018

Designation: **Front Office Executive**

#### **Responsibilities:**

- ➔ Perform all check-in and check-out tasks.
- ➔ Manage online and phone reservation.
- ➔ Inform customers about payment methods and verify their credit card. data
- ➔ Register guests collecting necessary information (like contact details and exact dates of their stay)

- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates, and amenities.
- Respond to client's complaints in a timely and professional manner.
- Liaise with our housekeeping staff to ensure all rooms are clean and tidy.
- Maintain update records of booking and payments,



## **EDUCATION**

- **PG Diploma in Airport Management (2019)**  
BSS & Ministry of Education. Dubai.
- **Bachelor of Arts in Economics (2017)**  
Calicut University, Kerala, India



## **SKILLS**

- Microsoft Office Suite: Word, Excel, Access, Outlook, PowerPoint
- Check-In Systems: Amadeus,
- Leadership, Sales, Communication, Administration, customer handling and Record keeping.



## **ACHIEVEMENTS & TRAINING**

- Appreciation letter received from Air India Airport Services.
- DGR training at Speed Wings aviation academy
- AIASL Safety Management System training at Cochin International Airport



## **PERSONAL DETAILS**

Date of Birth	:	07 September 1995
Gender	:	Male
Nationality	:	Indian
Marital status	:	Single
Languages Known	:	English, Malayalam, Hindi, Arabic.
Passport Number	:	T3469278
Visa Status	:	Visit Visa

## **DECLARATION**

I hereby declare that the above furnished information is true to the best of my knowledge.

**Date:**

**Place:**

**(Muhammad Ajmal P)**