



JAHFER SANJEED A

CUSTOMER SUPPORT EXECUTIVE

PROFILE

I am a travel coordinator with significant experience in tours and travel field. I have 3 years experience as a customer support executive in a tours and travel company

SKILLS

- Customer relation and handling
- Package Sales,B2B and B2C sales
- Systems Analysis and Evaluation
- creativity, innovation and attention to details
- Email support
- Air ticketing
- Problem solving

LANGUAGE

- English
- Hindi
- Malayalam
- Tamil

HOW TO REACH ME

Address: Dubai, UAE

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CAREER SUMMARY

- **Customer Support Executive**
- **Indian Travel Cafe| Jan 2019 to Feb 2023**
- Handles travel issues, conflicts, complaints, cancelations and refunds
- Builds and maintains relationships with travel and tour vendors.
- Meets with clients to determine travel needs, budgets and preferences
- Tour package sales
- Collects payments books travel arrangements and pays applicable
- Attend travel seminars and conferences
- Advises clients regarding destination,cultures, customs, weather and activities
- Sells and coordinates transportation, accommodations, insurance, tours and activities.
- Conducts research on destinations and industry trends.

EDUCATIONAL QUALIFICATION

Vinayaka Mission Research Foundation

Bachelor Of Engineering| Jun 2014- Mar 2018

- BE Electronics and communication engineering
Invented an automated braille system for blind people as the part of main project

Bangalore Aviation Academy

Diploma| Jun 2018- Dec 2018

- 6 month diploma in airport management and hospitality done an internship in Bangalore international airport as a part of the course