



MUHAMMED ASLAM

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COMPUTER KNOWLEDGE

- MS Office:- MS Word, MS Excel, MS PowerPoint
- CRS:- Galileo, Sabre & Amadeus
- Tally ERP-9 (AL Mazah Transport LLC)
- ERP Next Accounting Software

Objective

Seeking for a suitable and a permanent position under your kind control where I will be able to explore my knowledge and brief experience while contributing my efforts and knowledge for enhancing company image. I am confident that I can adapt to the new environment and conditions quickly.

Skill Highlights

- Project management
- Strong communication
- Strong decision maker
- Complex problem solver
- Creative design
- Service-focused
- Team player
- Innovative

Experience

Customer Service Officer at Al Fardan Exchange 08/2022 to till date

- Handled all Foreign Exchange related services in the Branch office
- Handling Currencies, accounts and funds
- Accounting & administration of day-to-day transaction.
- Preparing Invoices and Various receipts.
- Preparation of various reports.
- Conducting Customer visits & Promotional activities.
- Customer relation & Counter sale.

Customer Service Agent at Dubai International Airport Under Serco &G4s 09/2019 to 12/2021

- Responsible for organizing the Customer Service team's daily workload in a fair and efficient way.
- Leading and maintaining a highly skilled team of Customer Service Representatives.
- Attend mandatory Staff Meetings and Staff Training Sessions.
- Take the time to find out a customers' expectations by getting feedback.
- Building and maintaining relationships with key customers and members of staff.
- To provide a welcome service to our passengers at Check in, and at other customer service touch points
- To problem solve on site issues which impact on customer experience at Dubai Airports

LANGUAGES

- English
- Arab
- Hindi
- Tamil
- Malayalam

EDUCATION

BCom Computer
Application: Madurai
Kamaraj University
(December 2017)
Higher Secondary

IATA-Foundation in Travel
& Tourism with Galileo
(June 2018)

UAE DRIVING DETAILS

License no: 4487126
Place of issue: Dubai
Expiry date: 11-05-2025

PERSONAL DOSSIER

DOB: 25-12-1995
Passport No: X7680789
Nationality: Indian
Visa Status: Resident
Visa Validity 24-07-2024

Travel consultant at Akbar Travels Pvt Ltd. Kollam Kerala India 06/2018 to 04/2019

- Guide clients on the appropriate styles of transportation, travel dates, costs, and accommodations.
- Resolve travel issues, complaints, and refunds.
- Maintain a good customer relationship.
- Meet sales targets and profit goals.
- Customer relationship management, inspire confidence, credibility and build trust.

Former Account at Al Mazah Transport LLC Sharjah, United Arab Emirates 09/2016 to 09/2017

- Prepare accounts receivable and payable.
- Manage petty cash.
- Prepare daily report, included trip sales report and deposit.
- Bank reconciliation (verify daily trip sales report from store with bank receipts).
- Assist preparation financial statements for company and subsidiaries.
- Salary making & maintain the general ledger.
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Declaration

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

Sincerely, Muhammed
Aslam
