



Adnan Ahmed

E-Travel Professional

Energetic Customer Service Representative with experience in resolving complex customer inquiries, improving customer satisfaction, and driving overall operational improvements. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Skilled in mentoring team members to deliver exceptional service and building team morale through effective communication and positive performance feedback.



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Dubai, UAE

SKILLS

Amadeus Knowledge

Solid written and verbal communicator

Attention to detail

Problem-solving

Poised under pressure

Empathetic listener

Service oriented

LANGUAGES

English

Full Professional Proficiency

Kannada

Professional Working Proficiency

Urdu

Professional Working Proficiency

Telegu

Professional Working Proficiency

WORK EXPERIENCE

E-travel Professional

Travix Leisure and Travel Pvt.Ltd

10/2022 - 10/2023

Bengaluru

Achievements/Tasks

- ▣ Airlines reservation & ticketing (Working mostly on Amadeus-GDS)
- ▣ Provided prompt on-time quick resolution by using Amadeus and travel fusion (GDS) with other tools through different channels.
- ▣ Working on Airline Schedule Change PNR's, Voluntary and Involuntary changes, Cancellation and refunds.
- ▣ Actively learning and implementing knowledge, policies and procedures to give effective and efficient resolutions as a representative of a global online travel agency.
- ▣ Managed customer's complaints and issues of Skyscanner, Budget Air, CheapTickets and other brands with empathy and tact, always took ownership of the problem until resolution.

Terminal Operations (Customer Service Agent)

JHTPL (Plaza Premium Group) | Kempegowda International Airport, Bengaluru, India

09/2021 - 09/2022,

Bengaluru

Achievements/Tasks

- ▣ Meet & Assist, Passenger Handling, Travel Concierge
- ▣ Handled customer concerns and escalated major issues to supervisor
- ▣ Left luggage Handling
- ▣ Valet Parking Flower services, Limo services, Personal shopper and etc...

AOCS (Officer-Security)

InterGlobe Aviation Ltd (IndiGo) | Kempegowda International Airport, Bengaluru., Karnataka

01/2019 - 06/2020,

Bengaluru

Achievements/Tasks

- ▣ Airport operations and customer service.
- ▣ Customer handling in Landside and Airside, Baggage reconciliation, Check-in passenger handling
- ▣ Anti-Sabotage checks inside the aircraft
- ▣ Segregating check-in baggage according to a particular sector about security functions performing security checks in both international and domestic operations
- ▣ Ensuring Ramp Safety
- ▣ Actively listened to customers to fully understand requests and address concerns

EDUCATION

Bachelor of Arts | English

Laxmi Venkatesh Desai College, Gulbarga University, Raichur, KA

05/2015 - 07/2018,