

Curriculum Vitae:

Name : Arif Khan

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Address: Al quoz industrial area 2. Dubai UAE



Summary:

A dedicated customer service representative with over 5 years of experience in the Hospitality Industry. A personable leader adept at interacting with individuals from diverse cultures and backgrounds. A resourceful and creative problem solver with expertise in building and personnel.

Educational Qualification:

- Master of Science (M.Sc.)

Working Experience:

3: Duration Feb 2022 Continues

First Security Group (Dubai International Airport)

Position: Customer Service Agent

Responsibilities:

- Provide accurate and timely information regarding flight schedules, gate locations, boarding procedures, and baggage claim.
- Assist passengers with general inquiries about airport facilities, amenities, and services.
- Assist passengers with the check-in process, including issuing boarding passes, verifying identification, and handling special requests or issues.
- Provide information about baggage regulations, assist with baggage check-in, and help passengers locate lost or delayed luggage.
- Announce flight information, boarding procedures, and any relevant announcements.
- Assist passengers with boarding and seating inquiries.
- Provide support and assistance to passengers with special needs, such as those with disabilities or unaccompanied minors.
- Offer information about the various retail shops, restaurants, and services available within the airport.
- Assist passengers in locating lost items and guide them through the process of reporting and retrieving lost belongings.
- Provide information about currency exchange services, ATMs, and banking facilities within the airport.
- Offer guidance on ground transportation options, such as taxis, shuttles, and public transportation.
- Assist with managing crowds, especially during peak travel times, and ensure a smooth flow of passengers through the airport.

2: Duration April 2016 - June 2018

Delta score FZCO Jebel Ali free zone Dubai

Position: Administrator Assistant

Responsibilities:

- Assist in organizing and maintaining files, records, and documents.

- Input and update information into databases, spreadsheets, or other systems.
- Ensure accuracy and completeness of data.
- Assist in drafting and formatting correspondence, reports, or other documents.
- Handle routine communications on behalf of the team.
- Interact with clients, customers, or internal team members to address inquiries or provide information.
- Maintain accurate and up-to-date records.

1: Duration: February 2013 - February 2016

Citytec L.L.C

Position: Security Officer (Holiday Inn Safa Park)

Responsibilities:

- Control access to buildings or restricted areas.
- Respond promptly to alarms, emergencies, or incidents.
- Take appropriate action to address security breaches or threats.
- Document and report incidents, observations, and any security-related activities.
- Prepare written reports for management and law enforcement as needed.
- Conduct routine inspections of the premises to identify security vulnerabilities.
- Check doors, windows, and other access points for signs of tampering.
- Interact with employees, visitors, and the public in a professional and courteous manner.
- Assist individuals with inquiries or directions as needed.

Strength:

- Tendency of getting along with team mates nicely.
- Eagerness to learn & challenging tasks.
- Good communication and presentation skills.
- Team player, positive attitude, and self confidence

Languages:

English, Urdu, Pashtu

Personal detail:

D.O. B : 02-01-1985
 Marital Status : Married
 Nationality : Pakistani
 Gender : Male
 Visa Status : Employment Visa

REFERENCE:

Reference will be given on request.

Declaration:

I hereby declare that the above information is correct to the best of my knowledge and belief.

Applicant
Arif Khan