

# FATHIMATH SHAHALA MINAZ

[minazfathima820@gmail.com](mailto:minazfathima820@gmail.com) | +971506461355 | Flat-108, Al Quoz-Dubai, United Arab Emirates

## SKILLS

---

- Interpersonal Communication Skills
- Active Listening
- Computer literacy
- Administrative skill
- Excellent Customer focus and service delivery
- Extensive customer service experience

## EXPERIENCE

---

### Dubai International Airport

April 2023 -Present

#### Customer Service Agent- Front line Department

- Assisting the Passengers in Check-in Area, Concourse, Arrival & Departure Emigration, Boarding Gates, Etc.
- Helping passengers to use Smart Gates and managing the queue.
- Dealing with difficult passengers.
- Security Screening Areas.
- Maintain the smooth flow of passengers in Automated Passenger Movement (APM)
- Ensuring Highest Standard of Customer Service is provided to the Passengers.

### Wolfram Trading Company

Nov 2021- Oct 2022

#### Customer Service Executive

- Attracting new clients by innovating and overseeing the sales process for the business.
- Working with senior team members to identify and manage company risks that might prevent growth.
- Manage the risks of trading on foreign exchange markets while making profit.
- Conduct research on the financial markets.
- Analyse market activity and monitor market trends.
- Maintain and develop relationships with clients.
- Communicating with clients to understand their needs and offer solutions to their problems.
- Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.

## EDUCATION

---

Bachelor of Business Administration with Aviation And Hospitality Management  
P.A First Grade College,Mangalore,Karnataka,India

Jun 2018- jun 2021

## PROJECT(MARIOTT INTERNATIONAL,INC BANGALORE)

Conducted survey on hospitality,Inventory Management Customer,Skill Management Payroll Operation And Vendor Relation.

## LANGUAGES

---

English, Malayalam, Hindi, Arabic(working professional)

## TRAINING

---

GXA Training Conducted by Serco Middle East

