



✉ nihalamaryam26@gmail.com

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📍 Al Khawaneej 1, Dubai

Skills

Windows
Spreadsheet
Ms-Outlook
Ms-Access
Ms-Office
Oracle
Avaya

Education

2004 – 2018
GULF MODEL SCHOOL – DUBAI
High School Diploma in Leadership

2018 – 2021
LINCOLN UNIVERSITY, VICTORIA INSTITUTE – DUBAI
Bachelor OF Travel and Tourism Management

2022
BLUE OCEAN ACADEMY, DUBAI
Passenger Ground Service Agent

NIHALA MARYAM

I'm a hardworking and outstanding BBA graduate. I'm seeking a suitable position in a stable and prestigious Organization where I can acquire experience, ability, and potential to my maximum ability So that I can come out as a better individual and be a significant contribution to your Organization.

Experiences

Internship for Passenger Ground Services – Sharjah International Airport

August 2022 – September 2022

- Addressed questions as well as provided details covering a variety of airline or flight terminal associated subjects.
- Greeting and welcoming, and check-in passengers.
- Checking in baggage.
- Making reservations.
- Assisting disabled passengers and those with small children.
- Providing information to passengers.
- Collecting charges for excessive baggage.
- Check-in passenger baggage and support passengers with misplaced baggage.

Guest Service Assistance – ABS Events, Dubai

February 2022 – Present

- Gain valuable experience in guest service, time management, teamwork, and communication.
- Greeting and assisting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Provides appropriate information and general assistance to guests.
- Manages the guest service operations and program.

Fleet Administration Operator – Expo 2020

March 2020 – May 2021

- Fleet operation assistance.
- Yard Management.
- Shift Check-in & Check-out.
- Dispatching of Bus, SUV, Buggy.
- Key Room.
- Check Post.
- Dash Board clearing.
- FMS Software.

Languages

English
Hindi
Tamil
Malayalam
Arabic

Visa Status

Residence Visa

Driving License

Light Vehicle DL (AUTOMATIC)

Customer Care Representative - Nakheel

June 2021 - October 2022

- Receiving and placing customer service telephone calls.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints, managing database records, drafting status report on customer service issues.
- Data entry and research as requires to troubleshoot customer problems.
- Acknowledging and resolving customer complaints.
- Ensure customer satisfaction and provide professional customer support.
- responding promptly to customer inquiries.

Professional Skills

- Great communication and interpersonal skills.
- Excellent Organizational and multi-tasking skills.
- Great Writing skill.
- Works well both individually and in a team.
- Team leadership, Customer services.
- Good knowledge in Computer Applications (MS Word, Excel, Power Point, Google Sheet, Internet and Email)