



MOHAMMED FAWAZ

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PROFILE

Customer-oriented professional with over a year of hands-on experience managing airline ground operations at Mangalore International Airport. Demonstrated success in resolving customer concerns, enhancing satisfaction, and fostering team collaboration. Holds a Bachelor's degree in Business Administration with a focus on Shipping Port Management and Logistics. Eager to advance into a leadership role within a company dedicated to enhancing customer experiences.

WORK EXPERIENCE

Customer Service Agent

2023 - 2024

Air india SATS , India

- Managed high volumes of incoming phone calls to address customer inquiries and issues.
- Identified and assessed customer needs to provide satisfactory solutions and services.
- Handled customer complaints, provided appropriate solutions within time limits, and ensured resolution through follow-up.
- Maintained accurate records of customer interactions, processed accounts, and filed documents efficiently.
- Improved customer satisfaction by 20%
- Generated sales leads through effective communication and customer engagement.
- Built sustainable relationships and trust with customer accounts through open and interactive communication.
- Met personal and team sales targets, as well as call handling quotas.
- Communication and Information Accuracy:
 - Provided accurate, valid, and complete information using the right methods and tools.
 - Followed established communication procedures, guidelines, and policies.
 - Took the extra mile to engage customers and ensure a positive experience.

Logistics and Port Management Intern

2020 - 2023

Mormugao Port Authority, Goa

- Helped coordinate daily port operations, supported marketing teams increasing inquiries by 10%, improved office efficiency by 15% with administrative tasks
- Assisted in planning logistics for timely cargo handling (port operations, marketing support, office efficiency, logistics planning).

QUALIFICATION

• **Bachelor of Business Administration in Shipping port management and logistic-**
(srinivas Institute of management and Commerce)

2019 - 2022

• **Certificate in advanced excel for accounts and finance-**
(International Institute of Technology and Tax Accounting)

SKILLS AND COMPETENCIES

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| • Patience | • Critical thinking | • Airport operations |
| • Attention to detail | • communication skill | • Time management |
| • Team work | • boarding procedures | • customer service |

ADDITIONAL INFORMATION

- **Technical Skills:** Microsoft Office Suite (Excel,Word, PowerPoint, Outlook)
- **Languages:** English, Malayalam, Hindi, tamil