



Customer Service Representative

MOHAMMED NIHAL V P

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To secure a position as an **Customer Service Representative**, leveraging my **extensive experience** in **customer service**, **communication**, and **airport operations**. With a **passion for ensuring exceptional Customer experiences** and a commitment to **operational excellence**, I aim to contribute effectively to the **smooth functioning** of a Customer services. My **core competencies** in **problem-solving**, **team leadership**, and multitasking in **high-energy environments**, combined with my **academic background** in **Travel & Tourism** and **professional certifications** in **GDS**, **AVSEC**, and **Safety Management**, equip me to excel in this role and drive **continuous improvement** in **service delivery**.

Core Competencies:

- Excellent Communication Skills
- Customer Relationship Management
- Problem-Solving Abilities
- Team Leadership
- Multitasking
- High-Energy Environments

Achievements:

- Maintained a high customer satisfaction rate in dynamic airport environments.
- Successfully resolved challenging situations with calm and efficiency.

Major Experience:

Customer Service Representative – Schamans World Real Estate Management L.L.C – Present
Customer Service Executive Calicut international Airport, India – AI Airport service Limited (AIASL)
Dec 2022 – March 2024– Ground Handling for Air India and Air India Express

Sales Executive – MG Medicals Kochi, Kerala. – 7 months (part-time and full-time)

Contributions / Activities / Responsibilities:

Check-in and Baggage Handling: Assist passengers with check-in, baggage drop-off, and claims.

Flight Information: Provide accurate schedules, delays, and cancellation updates. **Passenger**

Assistance: Support special requests like wheelchair assistance, seat assignments, and travel documents. **Issue Resolution:** Handle and resolve customer complaints professionally.

Communication: Coordinate with airlines, ground handlers, and stakeholders for smooth operations.

Baggage Tracing: Locate and reunite passengers with lost luggage. **Customer Service:** Deliver exceptional service, answering queries and addressing concerns. **Airport Operations:** Knowledge of airport procedures, safety regulations, and security protocols. **Team Collaboration:** Work with colleagues to maintain high service standards. **Adaptability:** Manage unexpected situations like flight disruptions or adverse weather conditions.

Technical Proficiency:

- Galileo
- Sabre
- Amadeus
- GonowNavitaire
- MS Office Suite

Education:

Bachelor of Commerce in Travel & Tourism, 2023

MG University, Kerala, India

Higher Secondary, 2019

Board of Higher Secondary Examination, Kerala, India

SSLC (10th Grade), 2017

Board of Public Examination, Kerala, India

Certification:

- GDS Training in Galileo & Sabre, Travelport UK, 2022
- AVSEC (Aviation Security), International Air Transport Association Canada, 2022
- Safety Management System, International Air Transport Association Canada, 2022

Languages:

- English
- Hindi
- Malayalam
- Tamil

Personal Info:

Date of Birth: 12/03/2001

Gender: Male

Nationality: Indian

Marital Status: Single

References:

Available upon request.

@Linkedin Profile

