



PROFILE

Secure a responsible career opportunity to fully utilize my training and skills while making a significant contribution to the success of the company. I am willing to discover and accept new ideas which can be put into practice effectively and am able to motivate and direct my talent and skills to meet organizational objectives.

CONTACT

PHONE:
+971 54 7836 499

LINKEDIN PROFILE:
[linkedin.com/in/muhammedrameesk](https://www.linkedin.com/in/muhammedrameesk)

EMAIL:rameesmajeedk@gmail.com

LOCATION:
Dubai, United Arab Emirates

LANGUAGES

	Read	Write	Speak
ENGLISH	██████████	██████████	██████████
MALAYALAM	██████████	██████████	██████████
HINDI	██████████	██████████	██████████
ARABIC	██████████	██████████	██████████

PERSONAL DETAILS

Date of Birth :18-05-1998

Nationality : Indian

Passport No : U7171155

Marital Status : Single

Visa Status : Visit Visa

Muhammed Ramees K

WORK EXPERIENCE

INDO THAI PVT LTD (FLYNAS) : 2023-2024

Customer Service Agent

- Deliver high-quality Customer experience to passengers throughout the check-in and boarding process and identify solutions to issues and challenges related to flight delays, cancellations, baggage weight, and travel complications.
- Performed account lookups, verified travel documentation, and provided information to travelers to ensure safe boarding and proper accommodations.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.

EDWAY EDUCATIONAL CONSULTANCY PVT LTD: DEC 2022 -AUG 2023

Office Administrator

- Clerical Tasks – Handling correspondence, filing, data entry, and maintaining records.
- Scheduling – Managing calendars, scheduling meetings, appointments, and travel arrangements.
- Office Management – Ordering and maintaining office supplies, managing office equipment, and ensuring a clean and organized work environment.
- Communication – Acting as a point of contact for internal and external communications, including answering phones and responding to emails.
- Human Resource Support – Assisting with recruiting, onboarding new employees, managing employee records, and coordinating training sessions.
- Customer Service – Addressing inquiries, resolving issues, and providing support to clients or customers.

EDUCATION

IATA – CARGO SECURITY AWARENESS

2022

VISION SCHOOL OF AVIATION

UNIVERSITY OF CALICUT

2017 – 2020

BACHELOR OF BUSINESS ADMINISTRATION IN MARKETING

Higher Secondary

2017

GOVT. EDUCATION BOARD OF KERALA

STRENGTH

- * Problem solving and analytical skills
- * Friendly and engaging personality
- * Excellent at time management and organization
- * Able to focus on tasks at hand without distractions
- * Broad general knowledge base; wide breadth of interests
- * Data and information analysis
- * Positive Attitude: Creating a positive work environment
- * Ability to work efficiently and effectively in a confidential work environment and to rapidly acquire knowledge

SKILLS

- * Adaptability
- * Leadership skills
- * Good communication skills
- * Interpersonal skills
- * Planning and organizing
- * Public relation
- * Microsoft Excel and Word
- * Interpersonal skills
- * Planning and organizing
- * Microsoft excel and word
- * Critical thinker
- * Creative mindset
- * Customer service and problem-solving
- * Decisive and calm under pressure
- * Growth-oriented mindset
- * People management

Declaration

I hereby declare that all the information given above is true to the best knowledge.

Muhammed Ramees K