



THALSEEH ROSHAN

Customer Service Executive

Motivated Customer Coordinator with a proven track record of enhancing customer satisfaction, optimizing support processes, and cultivating strong, positive relationships. Passionate about delivering exceptional service and dedicated to creating a seamless customer experience. Seeking to contribute to a forward-thinking team by utilizing my strong communication skills, analytical problem-solving abilities, and proactive mindset to efficiently address and resolve customer issues while fostering a culture of cooperation and continuous improvement.

Contact

Phone

+971506355206

Email

thalseehroshan10@gmail.com

Address

Al karama, dubai, uae

Education

2023

Bachelor of business administration
Bengaluru north university

2023

Aviation (passenger ground service)
IATA

2020

Computer commerce
Kerala state board

Skills

- Customer service
- Leadership
- Self discipline
- Adaptability
- Communication
- Problem solving

Language

- English
- Hindi
- Arabic
- Malayalam

Personal details

- Date of Birth : 28/05/2001
- Marital Status : Single
- Nationality : Indian
- Passport : X6132982
- Gender : Male

Experience

2023 - 2024

Bird worldwide Flight Service

Customer Service Executive (GULF AIR)

Duties and responsibilities

- responsible for collecting payments for ticket upgrades and excess baggage charges, managing payments for lounge access upgrades, and ensuring all transactions are properly documented and systematically filed for accurate record-keeping.
- Review travel documents for irregularities before passenger acceptance. Coordinate preflight immigration processes to ensure on time departures. Arrange crew and flight hotel reservations, including wake-up calls.
- Provide specialized support to passengers with special needs, including unaccompanied minors, elderly passengers and those requiring wheelchair assistance, while ensuring compliance with safety and regulatory standards.
- Ensure accurate cash record-keeping by logging each transaction with details, securing receipts, and reconciling balances regularly.

Software applications

- MS office
- SABRE - Aviation based software system

Trainings

- Ramp Safety Management.
- Dangerous Goods for Passenger Handling.
- Basic Airport Handling.

Declaration

I hereby certify that the information provided above is true and accurate to the best of my knowledge and belief.