

AHAMED ALI

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Objective

A dedicated and goal-oriented professional with a strong academic background and hands-on experience in customer service, administration, and problem-solving. Eager to contribute my skills in communication, teamwork, and adaptability to a dynamic organization. Seeking an opportunity to grow professionally while making a positive impact through excellent service, efficiency, and commitment to organizational goals.

Education

Alagappa University, Tamil Nadu, India

2017-2020

Bachelor of Business Administration

Experience

IndiGo (InterGlobe Aviation Ltd)

April 2024 - October 2024

Customer Service Officer

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Assisted call-in customers with questions and orders.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Provided efficient check-in, boarding, and luggage handling services while ensuring timely departures and a smooth travel experience for passengers.

Ismail Malasiyan Imports Store

Feb 2021 - March 2024

Retail Associate

- Assisted customers with product selection and processed sales transactions accurately.
- Managed inventory, restocked merchandise, and maintained a clean, organized store environment.
- Provided excellent customer service, handling inquiries and returns to ensure satisfaction.



Skills

- Customer Interaction Proficiency
- Client Relationship Management
- Attention to detail
- Consistent Punctuality and Client Relations
- Adaptability and Customer Support
- Empathy
- Collaborative Team Efforts
- Culture Sensitivity and Awareness



Achievements & Awards

- Awarded by IndiGo (InterGlobe Aviation Ltd) for exceptional performance during training, recognizing my dedication and understanding of the technical aspects of the role.



Projects

Undergraduate Research : Faculty's Financial Patterns

"Conducted an in-depth analysis as part of the final semester project, examining the savings and investment patterns among the teaching faculty at Syed Ammal Arts and Science College, Ramanathapuram. Delivered actionable insights into financial behavior, contributing to an understanding of faculty financial decision-making."



Personal Details

- Nationality : Indian



Languages

- English



Tamil



Visa Status



Tourist Visa (Valid until 11/02/2025)



Certifications



MS Word



MS Excel



Airport Core Essentials