



# SMEERA KJ

**Address** DUBAI, UAE  
**Phone** 971-567150988  
**Email** smeerakj9121@gmail.com  
**Linkedin** www.linkedin.com/in/smeerakj

## SUMMARY

Outgoing and motivated Tourism graduate and a problem solver with a bachelor degree from a well-known University and expertise in time management. My goal is to build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challengers, fulfilling the organizational goal and climb the carrier ladder through continuous learning and commitment.

## SKILLS

- Customer services
- Communication
- Problem- Solving
- Team work
- Time management
- Accepts feedback and criticism positive, adhere to rules.

## WORK EXPERIENCE

### SPINNEYS - CUSTOMER SERVICE ASSISTANT CUM CASHIER,DUBAI

Feb 2024 -Present

- Greet customers, respond to queries, and provide assistance.
- Resolve customer complaints and concerns in a professional manner.
- Handle customer feedback and suggestions.
- Operate point-of-sale (POS) systems, scan products, and process payments.
- Handle cash, credit/debit card transactions, and mobile payments.

### AL-AKKBAR WORLD TOURS & TRAVELS – TRAVEL CONSULTANT, INDIA

April 2022-May 2023

- Educated customers about visas and documents required for specific travel destinations.
- Basic Knowledge about computer system such as Galileo.
- Maintained up to date knowledge of airline rules, regulations and policies related to ticketing procedures
- Collected full and partial payments for travel service following remittance schedules.
- Demonstrated proficiency in Microsoft Office application

### HOLYDAY PARK- FRONT OFFICE ASSISTANT , INDIA

July 2021- March2022

- Welcomed visitors with warmth and professionalism providing exceptional customer care throughout guest visits.
- Performed general administrative duties such as filing documents or preparing reports as requested by management team members.
- Answered incoming calls from customers inquiring about rates or availability of rooms also answered phone calls promptly, speaking clearly and politely to quickly resolve customer queries.
- Assisted with Check-in and check-out process as needed

## EDUCATION

- **Advanced Excel** - G-Tech Education Center - Kerala, India, 2023
- **BA Travel And Tourism Management** - Oriental School of Hotel Management – Kerala, India, 2021
- **Agriculture**- Board of Vocational Higher Secondary – Kerala, India, 2018

## LANGUAGE KNOWN

English, Hindi , Malayalam,Tamil