



JUNAID KHILJI

Dubai, UAE

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Objective

Dedicated customer service professional with 5+ years of experience delivering exceptional service and ensuring client satisfaction. Seeking a role where I can leverage my skills in communication, conflict resolution, and team collaboration to contribute to organizational success.

Experience

- Interlobe Aviation Limited(INDIGO)** 19th March 2019 - 29th September 2024
Senior Executive (Airport Operations And Customer Service)
 - Assisted an average of 1200 passengers daily with reservations, check-ins, and inquiries, ensuring seamless travel experiences.
 - Maintained strict adherence to aviation safety regulations and security procedures.
 - Effectively resolved passenger complaints, achieving a 85% customer satisfaction rate.
 - Trained and mentored new team members on standard operating procedures and customer service techniques.
 - Consistently recognized for professionalism, teamwork, and adaptability in fast-paced environments.

Education

- Goa University** 2018
Bachelor of Commerce
First Class
- M.E.S Higher Secondary School** 2015
Commerce
First Class
- Vidya Mandir High School** 2013
Matrix/S.S.C
First Class

Skills

- Customer Service Excellence
- Effective Communication and Empathy
- Conflict Resolution and Problem Solving
- Team Collaboration and Multitasking
- Time Management and Adaptability

Achievements & Awards

- Received recognition and awards for exceptional performance, reliability and customer service excellence.
- Handled emergency situations, including medical emergencies and security threats, adhering to established procedures.

Languages

- English
- Hindi
- Konkani(Regional)
- Marathi(Regional)

Personal Details

- Visa Status : Visit