

ANSHAD ALI T

Airport Operation And Customer Service Coordinator | Accountant |

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CAREER OBJECTIVE

Customer satisfaction focused professional with hands-on training experience in customer service, adept at handling inquiries, problem-solving, and ensuring a seamless customer experience. Skilled in communication, service coordination, and operational support. Additionally, possesses strong financial expertise in managing transactions, budgeting, revenue handling, and account reconciliation, contributing to efficient business operations.

WORK EXPERIENCE

1. **Accountant** | Choice supermarket | Dubai | Apr 2021- present
 - Managing all accounting transactions.
 - Handle daily monthly, quarterly and annual closings.
 - Developing purchasing strategies, coordinating with internal teams regarding their supply needs, and overseeing the purchasing team in their daily activities.
2. **Customer service officer** | Airtel | Dec 2020-Mar 2021
 - Deal with customer concerns, feedbacks and complaints.
3. **Customer Service Trainee** | Trivandrum International Airport | 2018 – 2019
 - Assisted passengers with inquiries and check-in procedures.
 - Provided information on flight schedules and airport facilities.
 - Coordinated with airline staff for smooth operations.
4. **Public relations officer** | Maks solutions | Apr 2017 - Dec 2019(Part time)
| Dec 2019-Dec 2020(Full time)
 - Planned and organised promotional, business, social and recruiting events.
 - Handled media and advertising side of events.
 - Worked as a team

SKILLS

- Microsoft Word proficiency
- Excel expertise
- Technical system operation
- Customer satisfaction focused
- Problem-solving skills
- Interpersonal skills
- Strong communication skills
- Team management
- Leadership skills

- Accounting knowledge
- VAT
- Budget management
- Organizational skills
- Product purchasing
- Inventory management
- Marketing skills
- Airport operations
- Airline management
- Record management
- Data entry
- Shift adaptability
- Quick decision-making
- Team collaboration
- Grooming standards adherence

EDUCATION HISTORY

1. **BBA- AIRLINE AND AIRPORT MANAGEMENT** | Eternal college of aviation studies
 - Graduated in Airlines and airport management.
 - Gained extensive training at Trivandrum Airport.
 - Gained interpersonal and managerial skills.
2. **Higher secondary in PCMB** | AMHSS Vengoor Dec 2014-2014

DECLARATION

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

Anshad Ali T