

MOHAMMED AJSHAL

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India Kerala

muhammedajshal@gmail.com

DEDICATED CUSTOMER SERVICE AGENT WITH ONE YEAR OF EXPERIENCE IN PROVIDING EXCEPTIONAL SUPPORT AND ADDRESSING DIVERSE CUSTOMER NEEDS. SKILLS INCLUDE PROFESSIONAL COMMUNICATION, PROBLEM-SOLVING, AND ASSISTING PASSENGERS WITH VARIOUS INQUIRIES AND REQUESTS. ACHIEVED HIGH CUSTOMER SATISFACTION RATINGS BY EFFICIENTLY RESOLVING COMPLAINTS AND PROVIDING TAILORED ASSISTANCE. PROVEN ABILITY TO ENHANCE CUSTOMER EXPERIENCES AND CONTRIBUTE EFFECTIVELY TO TEAM GOALS, READY TO BRING THESE SKILLS TO A ROLE AT A DYNAMIC COMPANY.

EDUCATION

ALHIND ACADEMY

Diploma in Travel, Tourism and Aviation Management

CALICUT UNIVERSITY

Bachelor of Commerce (Co-operation)

GRFTHSS TANUR

Board of Higher Secondary Examination Kerala

SKILLS

- CUSTOMER SERVICE
- COMPUTER SKILLS
- TEAMWORK
- TIME MANAGEMENT
- PROBLEM-SOLVING
- PRESENTATION

WORK EXPERIENCE

CSA (CUSTOMER SERVICE AGENT-AIR ARABIA)

INDO THAI CALICUT PRIVATE LIMITED - KERALA, INDIA

Company Overview: INDO THAI AIRPORT MANAGEMENT SERVICES PRIVATE LIMITED PROVIDING COMPREHENSIVE GROUND HANDLING SERVICES TO VARIOUS DOMESTIC AND INTERNATIONAL AIRLINES

- PROVIDE EXCEPTIONAL CUSTOMER SERVICE TO ALL PASS
- HANDLE INQUIRIES COMPLAINTS AND REQUESTS WITH PROFESSIONALISM EFFICIENCY
- ASSIST PASSENGERS WITH SPECIAL NEEDS SUCH AS DISABILITIES OR LANGUAGE BARRIERS

CERTIFICATES

- CUSTOMER SERVICE AGENT - INDO THAI CALICUT PRIVATE LIMITED
- PASSENGER AND BAGGAGE HANDLING TRAINING - AIR ARABIA
- IATA PASSENGER GROUND SERVICES - IATA
- DEGREE IN BACHELOR OF COMMERCE (CO OPERATION) - CALICUT UNIVERSITY
- DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT - STED COUNCIL
- DIPLOMA IN HOSPITALITY MANAGEMENT - STED COUNCIL

LANGUAGES

- ENGLISH - FULL PROFESSIONAL
- HINDI - BASIC
- ARABIC - BASIC
- MALAYALAM - FULL PROFESSIONAL