



AJAS S M

ADDRESS:
Dubai, UAE

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COMPUTER KNOWLEDGE

- MS Office :- MS Word, MS Excel, MS Powerpoint
- Tally ERP-9

Objective

To secure a challenging and responsible job in a creative environment where I can effectively apply my skills and acquired knowledge for the growth of the organisation and myself.

Skill Highlights

- Project management
- Strong communication
- Strong decision maker
- Complex problem solver
- Creative design
- Service-focused
- Team player
- Innovative

Experience

Customer Service Agent at Dubai International Airport Under Serco 02/2021 to till 05/2022

- Responsible for organizing the Customer Service team's daily workload in a fair and efficient way, to ensure that all staff are fully prepared for the working day.
- Leading and maintaining a highly skilled team of Customer Service Representatives.
- Attend mandatory Staff Meetings and Staff Training Sessions.
- Take the time to find out a customers' expectations by getting feedback.
- Building and maintaining relationships with key customers and members of staff.
- To provide a welcome service to our passengers at Check in, and at other customer service touch points and to assist in smoothing the customer journey through the airport.
- To problem solve on site issues which impact on customer experience at Dubai Airports.
- Assist customers during flight irregularities, coordinating communication with affected passengers to ensure passenger experience remains positive.

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

EDUCATION

- BBA in Airline and Airport Management: Bharathiar University (2020)
- Higher Secondary: CBSE (2017)

UAE DRIVING DETAILS

- License no : 4193290
- Place of Issue : Dubai
- Expiry Date : 06/11/2023

PERSONAL DOSSIER

DOB : 28-11-1998
Passport No : T6907746
Nationality : Indian
Visa Status : Visit Visa

Former Sales Executive at Glass Emporium.

01/2020 to 01/2021

- Build and maintain relationships with new and repeat customers.
- Travel within sales territory to meet prospects and customers.
- Sell the company's products or services to customer within the given territory.
- Works closely with the marketing department to help build the brand.

Business Development Executive at Speedwings Travels, Kollam 06/2019 to 12/2019

- Place the bulk order of tour packages
- Meet the clients and customer
- Meet sales target and profit goals

Declaration

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

Sincerely, Ajas S M