

# SUNEERA KASSIM

## Experience

Presently Total experience 15 years customer service and travel consultant call center

Abu Dhabi international airport

- Dealt with customer concerns and queries effectively and professionally, and offering swift resolution to any issues
- Maintained through correspondence with customers between booking and travel ensuring timely receipt of payments and dispatch of relevant documents.

## Education

- Secondary school education examination (SSLC :2003)
- Board of Higher secondary examination (HSE) FROM DUBAI :2005
- technology training system from Dubai certified from VIASINC
- Galileo core system training from EMIRATES AVIATION COLLEGE FROM DUBAI
- Certified from NIIT as a faculty

## Communication

Resolve customer complaints via phone, email, mail, or social media.


Use telephones to reach out to customers and verify account information.

Greet customers warmly and ascertain problem or reason for calling.

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## Contact

 ABUDHABI  
UAE

 0556657673  
0528422678

 sherazshajimon@gmail.com

## Languages

English  
Arabic  
Malayalam  
Hindi

## PERSONAL :

NAME	SUNEERA
FATHER NAME	: KASSIM PM
MOTHER NAME	: SUHARA
PLACE OF BIRTH	: DUBAI
DATE OF BIRTH	: 13 SEP 1987



