

MUHAMMED FAYYAZ

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Dubai, United Arab Emirates



PERSONAL STATEMENT

I'm an adaptable and innovative qualified in Travel and Tourism Management and experience in Foundation in Travel and Tourism in both Customer service and Airport Management. I assure you that if I got an opportunity in your firm I will do my duty with great sense of Responsibility

KEY SKILLS

Communication | Ability to work under pressure | Decision making | Time management | Self-motivation | Leadership | Adaptability | Team work | Creativity

TECHNICAL SKILLS

MS office | Solid Works

ACADEMIC QUALIFICATION

SSLC (NIOS)	NATIONAL INSTITUTE OF OPEN SCHOOL
HIGHER SECONDARY EDUCATION (COMMERCE)	NATIONAL INSTITUTE OF OPEN SCHOOL

PROFFESIONAL EXPERIENCE

Air Asia (International Airlines)

Customer service Agent | Bengaluru International Airport ,Karnataka,INDIA

<https://www.airasia.com/en/gb>

April 2016-August 2017

Responsibilities

- Excelled in a challenging, time-constrained environment:
- Responsible for meeting inbound flights, assisting passengers with connecting flights, checking-in passengers, and boarding outbound flights
- Volunteered and contributed to communication focus groups to improve communication between managers, supervisors, and front-line employees
- Transported bags/parcels to aircraft, loaded aircraft, and re-routed misconnect baggage
- Designated as back-up for Supervisor duties. Provide excellent customer service, while ensuring proper corporate and governmental policies and documentation
- Manage training of new hires and mentoring of existing staff on ticketing code, boarding and deplaning strategies along with the requirements, and assisting in complicated and VIP ticketing issues and maintain records of successful completion
- Successfully navigate multiple airline computer systems to fulfill partner agreements

- Coordinate with management developing programs and training initiatives to improve operations

Travel Consultany

Luban Travel and Tourism | Salalah Oman Dhofar |

August 2018-August 2019

Responsibilities

- Communicated travel information clearly and accurately
- Built a rapport with customers and proposed preferred products and services based on their account history and adherence
- Assessed client needs and recommended appropriate products or modifications to stay within the companies budget
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills
- Displayed professionalism and product knowledge, which contributed to an increase in client satisfaction
- Assisted with projects and other administrative duties for top management
- Confirmed reservations for after hours desk for European travelers

PERSONAL DETAILS

Date of Birth	06-08-1996
Marital Status	Single
Passport Number	M1043042
Language Known	English,Hindi and Malayalam
Visa Status	Visa Status

PERSONAL INTRESTS

| Reading | Motorcycle | Research | Travelling

I hereby confirm that the information given above is true to best of my knowledge.

MUHAMMED FAYYAZ