



ADIL TK

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UAE,dubai

CAREER OBJECTIVE

I am seeking for a position in a prominent and rapidly expanding organization, where my skills can be used effectively and which gives me an opportunity to grow along with the organization.

PROFESSIONAL EXPERIENCE

- **Customer Service Associate at Malaysia Airlines, and Air India At AISATS KEMPEGOWDA International Airport, Bangalore, India. (2017aug- 2021feb)**

Key responsibilities

- Achieved knowledge on basic PAX handling and Airport Management.
- Training on passport and visa, MACS Software system,
- Good Knowledge in check in PAX on ALTEA &SITA DCS system.
- Good Knowledge in pre- flight and post- flight allocations.
- Good Knowledge on boarding gate activities, baggage mishandling services and baggage.
- Experience in entire flight handling in and out station and capable of quick turn round flight.
- Responsible for helping customers with ticket purchasing, and scanning tickets for customers getting on board, do all safety checks when the flight lands and before it takes off.
- Experience in VIP and Special passengers handling.
- Providing great customer service to all passenger whether taking a flight or requiring information and maintaining the level of service expectations of both the passenger and the airline customer at all times.

EDUCATIONAL QUALIFICATION

- B COM Degree from Calicut University, Kozhikode Kerala, India (2012-2015)
- Diploma foundation in travel and tourism IATA Calicut, Kerala, India (2015-2016)
- Completed Amadeus, Abacus and Galileo ticketing software (2015-2016)

PERSONAL SKILLS

- Optimistic personality
- Creative thinker
- Quick decision making quality.
- Adaptable to all kind of situations and shifts.
- Dependable can work without supervision, able to follow directions, both oral and written.
- Capable of handling situations.
- Advanced computer knowledge

PERSONAL DETAILS

Passport no	: N 0347704
Validity	: 09 jul 2025
DOB	: 15 oct 1994
Gender	: Male
Marital Status	: Single
Nationality	: Indian
State	: Kerala
Language Proficiency	: English, Hindi, Malayalam Kannada&Tamil

DECLARATION

I hereby declare that all the statements made in this application are true, complete and correct to the best of my knowledge and behalf.

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