



# BEEMA S JALEEL

Customer Service Professional

## PROFILE

Customer Service Professional with more than 2 years of experience in aviation and healthcare, looking for a position in Customer Care Executive, Front Office Executive.



Vadakkevila p.o  
Pallimukku, Kollam



+91 8592878618 : India



beemasjaleel11@gmail.com

## EDUCATION

### Diploma in Hospitality, Travel and Customer Service

Frankfinn Institute of Airhostess Training, Trivandrum  
INDIA  
2016

### Level 5 Diploma in Hospitality, Travel and Customer Service

Institute of Commercial Management (ICM)  
INDIA  
2016

## SKILLS

### JUDGMENT AND DECISION



### NEGOTIATION



### PEOPLE MANAGEMENT



### TIME MANAGEMENT



### CUSTOMER SERVICE



## CERTIFICATION

### Travel Port Galileo GDS Basic and Advance Course

Frankfinn Institute of Airhostess Training  
Trivandrum  
2016  
INDIA

## PERSONAL INFO

**Nationality :** Indian

**Languages** English, Malayalam

**DOB :** 09/11/1992

## WORK EXPERIENCE

### PUBLIC RELATION EXECUTIVE

#### TRAVANCORE MEDICAL COLLEGE AND HOSPITAL (HEALTHCARE INDUSTRY) (KERALA, INDIA)

SEP '17 - OCT '18

- ▶ Provide counselling to patients and families with information on patient rights, hospital services, procedures and protocol.
- ▶ Liaison between patients, their families and the organization's physicians, departments and administration.
- ▶ To update admission and discharge register.
- ▶ Respond to patient's complaints regarding hospital services and ensure that concerns are handled properly.
- ▶ Facilitates resolution of complaints / grievances of patients and visitors in coordination with the operation team.

### CUSTOMER SERVICE AGENT

#### BHADRA INTERNATIONAL INDIA PVT.LTD (CHENNAI INTERNATIONAL AIRPORT, INDIA) (AVIATION INDUSTRY)

JUN '16 - AUG '17

- ▶ Provide quality services to passengers with respect to check-in, boarding, special services, lounges and baggage services in **British Airways**
- ▶ Monitor the check-in passengers as per their travel destination and the airlines.
- ▶ Analyse the arrival activities and offered valuable assistance to passengers with regards to entry requirement, visa and airport facilities.
- ▶ Familiarize with airline procedures and reviewed pre flight briefing of the flight status and special requirement such as seating, incapacitated passengers, VIP passengers and UM.