

# SHABEER UMMER



**A :** SHEBEER UMMER Buhaira Tower  
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**E :** Ummershabeer123@gmail.com

## Summary

10+years of experience in providing customer and personal services.Responsible to provide good management, training and motivation to junior team Responsible to work in all environment and in group to handle hospitality services.Responsible to mange VIP Airport lounges in effectively by providing punctual and friendly services to customers.

## Education

### E

### IIMS Institute. Kochin .Kerala

**June, 2007 - May, 2009** Hotel Management  
Diploma

80%

IIMS Institute is a private nonprofit research institute based in Kochin.

### +2 State BoardState board of Education , Kerala

**June, 2005 - March, 2007** +2 State Board of  
Education

75%

### S.S.L.C State BoardState board of Education , Kerala

**June, 2004 - March, 2005** S.S.L.C

## Skills

### S

### Communication



### Customer Service



### Teamwork



### Cleanliness



### Good Memory



### W

## Work Experience

### Emirates Flight Catering

**September, 2010 - July, 2020** Customer service  
assistant

Prepare and deliver appropriate presentations on products and services ■ Create frequent reviews and reports with sales and financial data ■ Participate on behalf of the company in exhibitions or conferences ■ Knowledge of different types of service in all cocktails and beverages in the Bar ■ Collaborate with team members to achieve better results ■ Build and maintain relationships with clients and prospects ■ Meet with potential clients to determine their needs ■ Maintains quality service by establishing and enforcing organization standards

### L

## Languages

**English** Fluent

**Arabic** Basic

**Hindi** Fluent

**Malayalam** Expert

**Tamil** Intermediate

### E

## Extra Curricular

### Cooking

Cooking New type of dishes.

### Seminar

Take Participation in food awareness seminars.

### Blood Donation

Take Participation in Blood Donation camp and Donate Blood.

## Awards

A

- 2015** Awarded for best serving to the customers.
- 2016** Awarded as star performer of the month.
- 2016** Wine seller of the year

P

## Driving license Details

### Driving Licenses Details

Manual Light motor License number 3537586

C

## Career Highlight

Customer Service Executive in Emirates First & Business Lounge Dubai International Airport, UAE- Jan 2010- July 2020

D

## Declaration

I consider myself familiar with Science and Technology aspects & am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge. Shabeer Ummer

R

## References

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