

# SALEENA S.S

FRONT OFFICE CUSTOMER SERVICE  
CUM HR & ADMIN PROFESSIONAL



## CORE COMPETENCIES

- Good understanding of local market.
- Team work.
- Can get work done from others easily. Hard working and loyal.

## WORK EXPERIENCE

### Customer Service Professional.

DUBAI AIRPORT UNDER G4S COMPANY / JULY 2019  
- APRIL 2020.

- Helping direct passengers on to and off the aircraft.
- Re-routing or re-booking passengers whose flights have been cancelled or delayed.
- Giving passengers up-to-date information on flights.
- Assisting passengers with all inquiries, including lost or delayed baggage.
- Delivering high levels of customer service to passenger and those travelling through the airport.

### Eurotech Marketing

FRONT OFFICE CUM HR & ADMIN EXECUTIVE | JAN  
2010 - MAY 2019.

- Responsible for maintaining the records of office inventory.
- Distributing the stationary as per requirement and keeping the record.
- Checking the availability of stationary and other required things and ordering for them.
- Coordinating with the dealers, suppliers and vendors.
- Maintaining the documents records.
- Assisting the admin manager in planning and executing the events and other activities in organization.

## CAREER OVERVIEW

*I am a Front office Cum  
Human Resources & Admin  
Professional with more than  
8 years of experience and 10  
months experience in Airport  
customer service  
Professionals.*

## CONTACT INFO

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## ACADEMIC HISTORY

- Degree (B. COM)
- Plus, Two (Board of Higher Secondary)
- S.S.L.C (Board of Public Examination)

- Coordinating with staffs for sending and receiving courier.
- Responsible for checking the cleanliness of office.
- Responsible for checking the office's assets are in good condition.
- Responding the mails.
- Responsible for handling the petty cash and keeping the record of expenses.
- Maintaining vehicle movement register.
- Maintain time and attendance records.
- Enter the information of fresh hires into the payroll system.

### Calicut Airport Under Rak Airways.

AIRPORT GROUND SERVICE | OCT2008 - NOV 2008

- Handling all the loading and uploading of passenger bags from the aircraft.
- Checking passengers in for flights. Assisting disabled passengers or those travelling with young children.
- Assisting passengers with all inquiries, including lost or delayed baggage.
- Assisting staff in carrying out security checks as and when the situation arises.

### PROFESSIONAL HISTORY

- IATA/UFTAA foundation with EBT (SATM, India)
- Diploma in travel and tourism management. (SATM, India)
- Airport management and handling. (Calicut Airport, India)
- Galileo. (SATM, India)
- M.S office and Tally. (Technoworld, India)
- Academic English Program. (University of Manitoba, Canada)
- English Language Program (university of Manitoba, Canada)

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