

# Said Mohammed Salim

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## Career Objective

Motivated and versatile professional with over 5 years of experience in administrative support, customer service, and operations. Adept at handling multiple responsibilities, solving problems efficiently, and working collaboratively in dynamic environments. Seeking a challenging role that allows me to utilize my organizational, communication, and interpersonal skills to contribute to the success of a forward-thinking organization.

## Key Skills

- Customer Service Excellence
- Administrative Support & Office Management
- Client Relationship Management
- Social Media Customer Support
- Problem Solving & Conflict Resolution
- Time Management & Organization
- Data Entry & Documentation
- Appointment Scheduling & Coordination
- Guest Experience Enhancement
- Team Collaboration & Communication
- Compliance & Safety Adherence
- Process Improvement
- Front Desk & Reception Management

## Professional Experience

### Customer Service cum Administration Assistant

World Wide Associates, India

February 15, 2024 – October 7, 2024

- Provided exceptional customer service by handling inquiries and resolving issues in a timely manner.
- Managed day-to-day administrative tasks such as scheduling, data entry, and document management.
- Coordinated between different departments to ensure smooth operations and efficient communication.
- Performed routine office tasks, including handling calls, emails, and appointments.

### Guest Experience Ambassador

FSG, Dubai Airport Terminal Operations Department

January 21, 2021 – January 2, 2024

- Ensured an outstanding experience for passengers by providing assistance and information throughout their journey.
- Managed customer complaints and provided effective solutions, ensuring a positive experience.



- Worked in a fast-paced environment, responding to inquiries in a professional and friendly manner.
- Provided passengers with information about airport services and amenities, improving overall terminal experience.
- Assisted in managing passenger flow, reducing waiting times and enhancing operational efficiency.

### **Customer Service Agent**

G4S, Dubai Airport Terminal Operations Department

June 19, 2019 – April 25, 2020

- Delivered high-quality service to passengers, supporting check-in, boarding, and luggage handling.
- Assisted with crowd control and emergency procedures, ensuring compliance with airport security and safety standards.
- Managed passenger inquiries and complaints, providing fast and effective resolutions to enhance the customer experience.
- Collaborated with other airport teams, including ground staff and airline personnel, to ensure smooth operations.
- Provided information about airport services, facilities, and security measures, improving customer satisfaction.

### **Front Office Assistant**

School of Spoken English, India

December 1, 2016 – February 5, 2019

- Managed front desk operations, including greeting visitors, answering phone calls, and handling administrative tasks.
- Scheduled appointments and maintained detailed records of students, staff, and visitors.
- Responded to customer inquiries via phone, email, and in-person, providing detailed course information and resolving queries.
- Managed school's social media accounts, posting updates and promotions to engage with current and potential customers.

## **EDUCATION**

### **Bachelor of Arts (BA) in English Literature**

*Bharathiar University, India*

*2016 – 2018*

## **LANGUAGES**

- **English:** Fluent (Written & Spoken)
- **Malayalam:** Native
- **Hindi:** Intermediate (Written & Spoken)
- **Urdu:** Intermediate (Written & Spoken)
- **Arabic:** Read & Write Only

## **VISA STATUS**

**Visit Visa:** Valid until January 15, 2025