

CURRICULUM VITAE

Name : REJILA SHAFEER
Address : Abu Dhabi, UAE
Mobile : +971 555787562
E-mail : rejilak15@gmail.com



OBJECTIVES

Professional with excellent time management skills and ability to multi-task while working within deadlines and time constraints. Desire the position of an Administrative Specialist to apply 7 years of administrative experience and client service skills to efficiently manage office procedures and inventory.

CAPABILITIES

Over the period of about 7 years of employment in aviation industry, I have gained fairly good experience in the areas of Sales and Customer Support. Capable to handle Computerized Reservation Systems and proficient with MS Office Packages. Highly competent in communication and costumer focus.

EDUCATION

- Bachelor of Commerce, 2006 - Calicut University, Kerala, India.
- Higher secondary, 2003 - CSM Central School (CBSE), Edasserry, Kerala, India.

WORK EXPERIENCE

➤ GUEST SERVICE AGENT

Company : **ETIHAD AIRWAYS**
Duration : 28-06-2014 to 30-10-2020
Location : Abu Dhabi, UAE

➤ GUEST SERVICE AGENT

Company : **COCHIN INTERNATIONAL AIRPORT (AIRAWAT AVIATION)**
Duration : July 2010 to Oct 2010
Location : Cochin, Kerala, India

➤ GUEST SERVICE AGENT

Company : **COCHIN INTERNATIONAL AIRPORT (AIR INDIA)**
Duration : March 2008 to Jan 2009
Location : Cochin, Kerala, India

DUTIES & RESPONSIBILITIES

- Etihad airways senior Gust service officer at Abu Dhabi International Airport
- Answer and direct phone calls
- Organize and schedule meetings and appointments
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system

- Provide information by answering questions and requests
- Develop administrative staff by providing information, educational opportunities and experiential growth opportunities
- Carry out administrative duties such as filing, typing, copying, binding, scanning etc.
- Organize travel arrangements for senior managers
- Write letters and emails on behalf of other office staff
- Reply to email, telephone or face to face enquiries

SKILL

- Excellent communicational skills
- Highly skilled and experience
- Excellent interpersonal skills
- Maintain customer relationship
- Solving problems and make good decisions
- Excellent negotiating and convincing skills

PROFESSIONAL QUALIFICATION

- MS Office package
- Computerized Accounting System (Tally)
- IATA-UFTAA FOUNDATION&EBT COURSE, September2007–Montreal,Canada
- Departure Control System (ARTICA)
- CRS : Abacus, Amadeus and Galileo
- Sabre system
- Altea

PERSONAL DETAILS

- Nationality : India
- Date of Birth : 15-01-1985
- Gender : Female
- Marital Status : Married
- Passport no : K0382590
- Visa Status : Employment Visa

LANGUAGES

- English , Hindi, Malayalam & Tamil

DRIVING LICENSE

- UAE Valid Driving License

DECLARATION

I sincerely believe that the above mentioned facts are true to my knowledge and belief.

REJILA SHAFEER