



MUHAMMED MARWAN KP

Deria, Naif, Dubai

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SUMMARY

Successfully completed Bachelor Degree in Business Administration (BBA) from Annamalai University. Also completed two year Diploma in Airline Tourism & Hospitality Management.

CAREER OBJECTIVE

To obtain a position in which I can develop new skills and utilize existing ones in an environment that promotes professional growth, and also to contribute my creativity and hard work towards the success of your company and to growth of the fast developing field.

CORE COMPETENCY

Pleasant personality.
Communication Skills.
Organisation Skills.
Sincere and responsible attitude.
Can manage multiple task at a time.

EXPERIENCE

Big Tickets Tours and Travels.

04/12/2019 - 15/11/2021

Travel consultant and Customer Service Executive

- * Book domestic and international reservations for air, ground, hotel, and rail
- * Tracked customer experience metrics and ensured that customers received excellent service
- * Promote the acceptance of fares, rates, and suppliers that match the client's travel program policies and negotiated contracts. Apply discount programs appropriately
- * Remain informed of all airline rules and regulations and current affairs
- * Provided all customers with a great customer experience by listening, answering their questions and setting up appointments when needed
- * Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine the best use of resources.
- * Monitored computer application and answered telephone calls.

IGI Airport Delhi

03/09/2019 - 29/11/2019

Customer Service Assistant

- * Verifying identification and travel documents to efficiently board passengers for an on-time departure.
- * Ensuring correct boarding passes are provided to each passenger for the assigned charter flight.
- * Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine the best use of resources.
- * Running paperwork and taking care of the boarding process in the timely professional manner.

EDUCATION

Annamalai University
BBA

2019

STED

Diploma in Airline Tourism & Hospitality Management(DATHM)

2018

NIOS

+2

2016

ICSE

SSLC

2014

**TECHNICAL
SKILLS**

Basic Windows Application (MS Word, MS Excel) TALLY ERP.90

**PERSONAL
PROFILE**

Date of Birth : 08/10/1996

Marital Status : Single

Nationality : India

Known Languages : English, Malayalam & Arabic

Passport : T4209240

Passport expiry date : 03/06/2029

Religion : Muslim

Blood group : O+ve

DECLARATION

I hereby state that all the information furnished above is correct and accurate to the best of my knowledge and belief.

MUHAMMED MARVAN KP