

MOHAMED ISMAIL THOUFEER

CUSTOMER SERVICE AGENT

### CONTACT

- +91 9745157619
  +971 526208777
- ⊠ ismailthoufeer7@gmail.com
- ជា 18th Street, Deira Fruj Al Murar, Naif, Dubai, UAE

### ACADEMIC CREDENTIALS

#### AIRPORT MANAGEMENT |2019

- AVSEC and Cargo Inductory
   Course
- Vision School of Aviation
   Kochi, Kerala, India

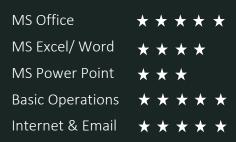
#### HIGHER SECONDARY |2018

- National Institute of Opening School (Kerala state board)

#### SSLC |2016

- Central Board of Secondary Education
- AJI Senior Secondary English Medium School.

### COMPUTER PROFICIENCY



### CAREER ABRIDGEMENT

To achieve a challenging position as **Customer Service Agent** in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

#### KEY SKILLS



#### EMPLOYMENT CHRONICLE

### CUSTOMER SERVICE AGENT | 4 Months TRAVEL AGENCY

- Plan and sell transportations, accommodations, insurance and other travel services.
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travellers.
- Book transportation, make hotel reservations and collect payment/fees.
- Deal with occurring travel problems, complaints or refunds.

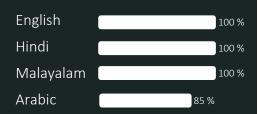
#### SALES EXECUTIVE | 2 Years

- Contacting potential and existing customers on the phone, by email, and in person.
- Handling customer questions, inquiries, and complaints.
- Preparing and sending quotes and proposals.
- Managing the sales process through specific software programs.
- Building and maintaining a CRM database.
- Meeting daily, weekly, and monthly sales targets.
- Participating in sales team meetings.

#### INTERNSHIP & TRAINING

- CUSTOMER SERVICE AGENT | 1 Month Trivandrum International Airport
- CPR & First Aid Training | 2019

# LANGUAGES KNOWN



## PASSPORT DETAILS

Passport No	: \$3136363
Date of Expiry	: 25-072028
Date of Issue	: 26-07-2018

## INTERESTS

Songs

下です。 Travelling Cricket

# 11

Chess

## REFERENCE

• Available upon request

# PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 07/07/2000
Nationality	: Indian
Marital Status	: Single
Religion	: Muslim
Permanent Address	: Shahana mansion, Kukkar P.O
	Mangalpady, Kasaragod
	Kerala, India
	Pin: 671324

## PERSONAL STRENGTHS

- COMMUNICATION Interpersonal skills verbal, problem solving and listening skills in any administrative role.
- SERVICE Having a customer focused approach Skills include Patience, Attentiveness and a positive language.
- ORGANIZATION Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- MANAGEMENT-Management skills to direct others and review others performance.

# DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

### MOHAMED ISMAIL THOUFEER