



## MOHAMED ISMAIL THOUFEER

CUSTOMER SERVICE AGENT

### CONTACT



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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

MS Office	★ ★ ★ ★ ★
MS Excel/ Word	★ ★ ★ ★
MS Power Point	★ ★ ★
Basic Operations	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

### 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

Team Work	Work Ethic	Communication	Product Knowledge
Organization skills	Time Management	Self-motivated	
Punctual	Problem solving & Analytical skills	Hardworking	Honesty

### 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

English	<div></div>	100 %
Hindi	<div></div>	100 %
Malayalam	<div></div>	100 %
Arabic	<div></div>	85 %

## PASSPORT DETAILS

Passport No	: S3136363
Date of Expiry	: 25-072028
Date of Issue	: 26-07-2018

## INTERESTS

		
Songs	Travelling	Cricket
		
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