

CURRICULUM VITAE



SHAMEEMA NASRIN

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PERSONAL SUMMARY

Serves customers by providing product and service information and resolving product and service problems. Attracts potential customers by answering product and service questions and suggesting information about other products and services.

Now looking forward to a making a significant contribution with an ambitious company that offers a genuine opportunity for progression.

EDUCATIONAL QUALIFICATIONS

- **Graduation in BA English Literature from Calicut University**
- **IATA/UFTAA foundation and GDS in travel and tourism from Akbar Academy of airline studies Calicut**
- **Higher secondary education from Kerala state board**
- **Completed SSLC exam from Government of Kerala**

COMPUTER KNOWLEDGE

- **MS Excel**
- **MS Word**

AREAS OF EXPERTISE

- **Customer service**
- **Travel and Tourism**
- **Product Knowledge**
- **Online reservations**
- **GDS Software**
- **Marketing**
- **Selling techniques**
- **Visa typing in eDNRD**

WORK EXPERIENCE

Employer : Tamouh Health Care LLC, Abudhabi
Since : January 2021 to September 2021
Position Held: Data Encoder

Employer : Milaan Holidays LLP, Valanchery
Since : January 2019 to December 2020
Position Held: Reservation Head and Customer Service

Employer : Middle East Travel&Tourism
Since : July 2015 to October 2016
Position Held : Visa consultant

Employer : Calicut International Airport
Since : May 2015 to June 2015
Position Held : Ground Handling

KEY SKILLS & COMPETENCIES

- **Extensive proficiency in using GALILEO and SABRE**
- **Preparing Travel Itineraries and liaison with various Airlines.**
- **Experience of marketing local travel destinations.**
- **Pleasing personality, adaptability to changes and teamwork.**
- **Interpersonal communication and leadership skills.**
- **Highly motivated and hard working with an ability to work efficiently in team as well as independently.**
- **High sense of commitment and dedication.**
- **Up-to-date knowledge in using windows based packages like Microsoft word and Excel.**

DUTIES

- Serves customers by selling products and meeting customer needs.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.
- Advising on and organizing visas & passports.
- Booking domestic and international air travel.
- Researching travel options & presenting the best deals in terms of requirements.

LANGUAGES KNOWN

English, Hindi and Malayalam

PERSONAL INFORMATION

Name	:	Shameema Nasrin
Nationality	:	Indian
Date of Birth	:	6 th March 1997
Gender	:	Female
Visa Status	:	Residence
Expiry date	:	23May2023
Marital Status	:	Married
Religion	:	Islam
Passport Number	:	N2705579

REFERENCE

Name : Shameer Thayyil (Principal (Akbar Academy of airline studies- Calicut) Mob : 0091 9388380044

Email : shameerthayvil@akbaracadamy.com

DECLARATION

I hereby declare that the above information is genuine and true to the best of my knowledge. I consider myself familiar with my profession and confident of my ability to work in a corporate environment.

Thanking You,

SHAMEEMA NASRIN