

WAZEEM AKRAM KHAN

Mobile: 052 474 2109

Email: wazeemakramkhan7@gmail.com



CAREER OBJECTIVE

Experienced Customer Service Agent who is seeking a highly challenging and responsible position to utilize communication skills for resolving customer issues and foster a positive relationship between the customer and the company.

WORK EXPERIENCE

Dec 2020 – Jan 2022

System Support Analyst

Samsung Head Office, Dubai

- Handling Network projects system works
- Support for Etisalat and Du corporate deals for Samsung Intern Companies
- Handling Inspection process of every projects
- Handling partial accounts of each project

January 2020 – September 2020

Customer Service Agent

Dream Souq Hi Lite Business Park – Calicut, India

- Handling and assisting customer services from all over India.
- Solving the queries and complaints as per the needs of customer.
- Product governance

Jan 2018 – December 2020

Customer Service Agent

Alhind Tours and Travels – Calicut, India

Responsibilities included:

- Operated Alhind Portal mails and answered customer enquiries.
- Handled online tickets and dealing with service requests.
- Performed responsibilities of seeking new sales opportunities as well as build strong customer relationships.
- Handled Airline Reservations

February 2017 - May 2017

Customer Service Intern

Calicut International Airport – Calicut, India

Responsibilities included:

- Handling passengers from Check-in to Immigration.
- Ensuring customer complaints are handled and resolved accurately.
- Ensuring the airport facility is kept clean, safe and secure.

ACADEMIC BACKGROUND

Bachelor of Business Administration- NEFTU

2015 - 2016

Diploma in Travel & Tourism – IATA/UFTAA

Akbar Academy Institution, Calicut

2013-2014

Higher Secondary Education – Commerce

Kerala State Higher Secondary Board

CERTIFICATIONS

- Successfully completed Computerized Reservation System (CRS) courses.
- Successfully completed Galileo Smart point version basic and advance.

SKILLS & STRENGTH

- Application knowledge – MS Office including Excel, Power-point & Outlook
- Excellent communication skills and good listener.
- Ability to use positive language and Persuasive speaking skills.

PERSONAL INFORMATION

DOB : 07/05/1996

Passport Number : R0779447

UAE Driving License : YES

LANGUAGES KNOWN

Language	Read	Write	Speak	Level
English	✓	✓	✓	Advanced
Hindi	✓	✓	✓	Advanced
Malayalam	✓	✓	✓	Advanced
Tamil			✓	Basic

DECLARATION

I hereby declare that all the information furnished above are true and best to my knowledge.

Place: Dubai, UAE