



# ABDUL SHABDUL HISHAM U R

*Delivering Leadership, Accountability, and Excellence*

*Total Dedication in Exceeding Client and Personal Expectations in Challenging Environments*

## CONTACT

**Phone** +971502079175

**Email** [hishamswedish24@gmail.com](mailto:hishamswedish24@gmail.com)

**Date of Birth** 27 April 1999

**Passport No** R1382375

**Passport Expiry** 18 Oct 2027

**Driving License** C2591284

**Address** S/o. Usman, Sayun Villa,  
Rahmath Nagar, Mogral  
P.O. Mogral, Kasaragod  
Dist, Kerala, Pin Code –  
671321, INDIA

## SKILLS

- Experience in MS Office(MS Word, MS Excel, MS PowerPoint)
- Tally ERP.90
- Good knowledge Internet
- Good knowledge Computer Systems

## CORE COMPETENCIES

### Strengths

- Strategic Planning
- Time Management
- Customer Services
- Exceptional Punctuality
- Honest & Dedicated
- Effective Communication
- Strong Work Ethic
- Well-Organized
- Team building & Leadership
- Work Under Pressure
- Problem Analysis & Resolution

### Area of Interest

- Security Assistant
- Customer Service Agent



## PROFILE

Resourceful and innovative professional with a stellar record of managing complex and critical tasks from concept to completion. Proven ability to make critical decisions during challenges, perform in highly visible positions, and work under pressure to meet deadlines. Self-confident and structured but never losing sight of the desired overall objectives. On a more personal level, having a strong desire to learn and an uncanny ability to inspire my team members. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.



## WORK EXPERIENCE

### CUSTOMER SERVICE AGENT ROYAL ARABIAN TOURISM LLC

*1 year*

- Guided consumers provided pleasant and competent assistance and gave information.
- Responded to incoming calls in a timely, courteous, and professional manner.
- Explained simply and explicitly in response to customer queries, and checked for customer understanding and acceptance
- Provided reliable resolution of critical and high impact problems for customers.
- Maintained knowledge of all facilities, services, and promotions to reply to enquiries confidently and effectively.
- Maintained personal efficiency and quality levels that make it possible to provide excellent service to the customers.

### FRONT DESK STAFF UAE TRAVELS

*3 Months*

- Welcomed customers and guests in a warm and friendly manner.
- Assisted customers in a branded, friendly, proactive, and efficient manner.
- Handles travel-related issues, such as complaints, cancellations, and reimbursements.
- Responded to complaints and address issues to maintain customer satisfaction.
- Utilized strong problem-solving and communication skills to suggest a change in workflow to increase the efficiency of service.
- Achieved 100% scores in all areas of customer service, including active listening, leadership skills, problem-solving, and friendliness.



## EDUCATION / QUALIFICATIONS

- **Diploma in Airline Operation & Ground handling**  
Cirrus Aviation Academy  
2018
- **IATA**  
Montreal, Canada  
2018
- **Plus Two**  
Kerala Board  
2017
- **SSLC**  
Kerala Board  
2015



## LANGUAGE PROFICIENCY

- **English** (Read, Write, Speak & Listen)
- **Hindi** (Read, Write, Speak & Listen)
- **Malayalam** (Read, Write, Speak & Listen)
- **Arabic** (Read & Write)