

Mohammed Javed PH

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Seeking a responsible and challenging position with a progressive organization wherein my skills and experience can be fully utilized for organizational growth while providing an opportunity for career growth and future advancement.

TRAINEESHIP EXPERIENCE

Undergone Training in Hospitality at Hotel Avenue Regent, Kerala.

Undergone Training in Air Ticketing at Journeys World Holidays, Kerala

Undergone Training in Amadeus Reservation at Akbar Travels of India Pvt. Ltd.

Willing to relocate: Anywhere

Work Experience

Customer Service & Storekeeper

April 2014 to Present

Key Responsibilities

- Welcoming customers
- Assisting customers with products, suggestions, and queries
- Offering or suggesting other products
- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)
- Material Handling & Storage: Planned preparation of material handling equipment & manpower for efficient & safe movement of materials.
- Receiving Inspection & Store Keeping: manage necessary preparation, verification of physical quantities, established an implement the inspection, traceability of materials, store with acceptable, good housekeeping.
- Material Issues: issues authorized request of material to contractor for issue of consumables, returnable chargeable, loan material and spare parts.

- Liaison with transportation: selection of the right kind of shipping service, speedy dispatch, best care of goods and transit act. Filing claims against carriers and insurance company for loss, damage and overage. Tracing and expediting urgently needed consignment.
- The function of store is to store the access component to protect bin from damage and dust
- To maintain the materials to material stock position according to the requirement of production.
- To supply the components at proper place and proper time.
- To receive the components and keep it current and correct stock position according to validity.
- To keep the material supply and the proper and paper to protect from damage of the threat.

Reservation Agent

"Akbar Travels of India Pvt. Ltd" India

December 2013 to March 2014

Key Responsibilities

- Greet and help customers and passengers with their flight reservations & provide information regarding dates, schedules, availability, and prices of flights, also selling tickets to the passengers
- Reads coded data on tickets to ascertain destination, marks tickets, and assigns boarding pass.
- Determines whether space is available on travel dates requested by customer.
- Assists passengers requiring special assistance to board or depart conveyance.
- Informs travel agents in other locations of space reserved or available.
- Sells travel insurance.
- Announces arrival and departure information, using public-address system.
- Telephones customer or Ticket Agent to advise of changes with travel conveyance or to confirm reservation.
- Answers inquiries made to travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines.
- Maintain some sort of records with all transactions from that day of service

Education

Bachelor in Travel & Tourism Management in Travel & Tourism Management

Kannur University

Skills

MS Office (Less than 1 year)

Additional Information

COMPUTER SKILLS

Basic of Computer, MS Office, Internet