



SHIYAS HAKKIM

COUNTER SUPERVISOR

PROFILE

Passionate professional with two years of Experience having diverse customer service experience and exceptional guest relations and administrative skills. Dedicated to helping clients reach their dreams of traveling the world.

CONTACTS

+971 551527466

shiyazhakkim07@gmail.com

Al Qouz Industrial Area 2, Al
Qouz, Dubai, UAE

Passport No: U 8048689

SKILLS

- Software proficiency
- Effective communication
- Customer service Skills
- MS Office
- Electronic Office

LANGUAGES KNOWN

English, Malayalam, Tamil, Hindi

WORK EXPERIENCE

Counter Supervisor

2019 - 2021

AL-Shamal Travels

- Educated clients on travel requirements for international destinations, including visas, passports, and customs
- Develop client intake forms and interview processes that enhance the ability to understand client requirements
- Coordinate transportation, accommodations, and itineraries for domestic and international trips for clients based on client's needs, budgets, and expectations.
- Gained experience in handling high end customers and appreciated by guests for friendly personality.

EDUCATION

GRADUATION-Bachelor of Business Administration in Airline & Airport Management

Bharathiyar University

IATA-Level 1 Foundation in Travel and Tourism with GALILEO(2019)

Certified course in Air Cargo Management(2020)

NEBOSH (International general Certificate)IG-1&2

IOSH Managing Safety (2021)

C-DIT, CEO Web technology

REFERENCE

Mr. Sunil Vadakkan

Director of SPEED WINGS

Institute Thrissur

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