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PROFESSIONAL SUMMARY

Enthusiastic Customer Services Agent providing exceptional service in a fast-paced competitive environment. Adept in managing high people volumes, multitasking methodically to ensure effective and efficient service for continued customer satisfaction. Competent Sales agent driven to exceed sales goals and build long-term relationships with customers. Facilitating positive experiences through high-quality customer care and prompt resolution of complaints and issues.

WORK HISTORY

03/2015 - 09/2020

dnata- Airport Operations | Dubai, United Arab Emirates,
United Arab Emirates

Customer Services Agent

Area of responsibility

Understand and work with various airport carrier systems to provide all relevant information and address individual passenger needs in a sensitive environment and ensure product integrity of each carrier. Maintain DNATA's professional image by adhering to all applicable corporate grooming guidelines.

Key Result Areas

Customer connect:

- Serve as central communication hub, greet passengers and provide all manners of information related to connecting flights, flight delays and change in boarding time.
- Exceptional knowledge and ability to deal with people from various backgrounds.
- Resolving customer requests, questions and complaints frequently requiring analysis of situation to determine the best use of resources in a proficient and courteous manner.

Check-in and Boarding



SKILLS

- Well-versed in POS systems
- Outstanding verbal and written communication
- Methodical multitasking
- Professional telephone manner
- Exceptional customer service
- Keen problem solver
- Results oriented

EDUCATION

Avalon Aviation Academy
Pune

Diploma In professional
Cabin Cre In-flight Customer
Service: In-flight Services

**Poona College of Arts
Science and Commerce**
Pune

Higher Secondary Certificate
(H.S.C): Arts

**National Institute Of Open
schooling** *Pune*
Senior Secondary Certificate
(SSC): Commerce

- Identify and meet the standard and special service requirements of the passenger at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.
- Provide a proactive service to passengers prior to check-in such as, managing queues, and handling denied boarding passengers, staff passengers and special needs passengers.
- Initiate boarding at the Gates, following laid down boarding priorities, announcements, hand baggage removal, flight coupon reconciliation and headcount confirmation in order to assist the process for a safe and on time departure of flights.
- Read and interpret aircraft weight and balance loading instructions and hazardous material identification labels.
- Ascertain the handling requirements of the various categories of passengers (e.g. unaccompanied minors, wheelchair, elderly and incapacitated etc.) then ensures that the appropriate special services and facilities are provided to meet the special service requirement of a customer.
- Provide cover for role Above when operational requirements demand this i.e. "ACT UP"
- Efficiently boarding passengers for an on-time departure and maintaining airline (OTP) on time performance.

Visa and Passport Verification:

- Verification of travel documentation and compliance with international travel requirements.
- Scanning passport and visas for any Forged or tempered documents.
- Fully adhere to all operational procedures with regards to travel immigration and safety regulations.

Baggage Service:

- Co-ordinate with DNATA baggage team concerning the return of checked in baggage to passengers who have been offloaded who decide to break the journey in Dubai and dispatch of rush Baggage on other flights, so that bags are transferred and arrive at the Final Destination.
- Monitor unclaimed baggage and ensure that details are quickly updated in world tracer and are placed in the baggage Store when necessary, so that they can be restored to their rightful owners or to the outstations as quickly as possible.

Safety and Security:

- Comply with DNATA Standard Operating Procedures.

- Comply with all UAE legislation as well as Airport Authority and carrier security.
- Ensure we operate in a safe environment and demonstrate a clear understanding of the health and safety policies and procedures.
- Minimize the incidents and accidents within your area, particularly promoting a safe working environment.
- Ensure knowledge and understanding of all appropriate security responsibilities as detailed relevant policy documents.

11/2011 - 02/2015

Innovations Group - du Telecom Dubai | United Arab Emirates

Retail Sales Executive

- Consistently improved product and service knowledge to maximize sales through developed expertise.
- Handled day-to-day store management from Inventory to product knowledge, ensuring smooth-running retail operations.
- Led by example in delivering impeccable service, ensuring attentive, responsive care to best meet customer needs.
- Improved sales through consistent hard work and dedication to the company's product.
- Worked closely with the store manager to maintain optimum levels of communication for the effective and efficient completion of sales.
- Managed the smooth operation of sales through implementing the fact of what the customer needs from our product rather than just selling the product for one's own target.
- Supported shift in-charges and supervisors in improving operations and resolving issues to deliver top-notch customer service.

07/2010 - 09/2011

EXL Services | India

Call Centre Rep

- Handled high Call volume, working accurately and efficiently for optimum productivity and profitability.
- Maintained accurate knowledge of Insurance product to provide informative service and updates to customers calling to resolve issues.
- Continually updated correct and current customer database, ensuring compliance with company's regulations.
- Processed billing queries, seeking effective, timely

solutions for continued customer satisfaction.

- Maintained smooth operations of customer service through effective and efficient Time management.
- Consistently managed client needs through Accurate and Informative responses resulting in positive Feedback from the customers.
- Worked closely with quality analyzers to establish and deliver to customer's needs.