

Curriculum Vitae

MUHAMMED MUFEED

Mail: mufeedapetk@gmail.com

Mob: +971525966785

[linkedin.com/in/muhammed-mufeed](https://www.linkedin.com/in/muhammed-mufeed)



OBJECTIVE

2+ years of experience in Airline industry looking to secure a position as an Airport Customer Service agent with growth potential. I am looking for career in which I can bring my dedication, self-motivation, and loyalty. I am also interesting in a company that has room for growth.

PROFESSIONAL EXPERIENCE

- **AIR INDIA SATS AT BANGALORE AIRPORT AS C.S.A,
Since 2019-2021 (1Y-11M)**
 - Air ticketing (Reservation, Booking, Rerouting ,refunding &Cancelling ticket)
 - Handling the passengers when flight discrepancy (Delay, Cancellation, Rerouted etc.)
 - Doing Counters, Arrival, Departure, Transit for Air India (Domestic & International)
 - Clearing crew in international cargo flight.
 - Greeting customers with kind and courteous customer service, rather if they need help with the kiosk checking in, checking baggage at the counter.
 - Escorting passengers to flight, with special attention to senior, disabled and minor passengers.

- **Akbar Travels (Payyannur-Kerala)
Trainee (June 7th to Nov 1th 2018)**
 - Air Ticketing
 - Visa Stamping
 - Visa issuing
 - Passport service

- **Imperial Restaurant (Bangalore-India)
Cashier (Jan 4th to May 18th 2018)**
 - Team management
 - Customer compliance issues
 - Responsible for all outbound sales calls

TECHNICAL SKILLS

- MS-Office, MS-Word, MS-Excel
- Basic computer
- Data Entry
- SITA, AMADEUS, SABRE, GALILEO

ADDITIONAL SKILLS

- Good Customer Service
- Positive Attitude
- Global awareness
- Time Management
- Self-Motivated/Self Driven

PROFESSIONAL & EDUCATIONAL QUALIFICATION

- Completed Diploma with Aviation and Hospitality Travel and Tourism Management *from* **FRANK FINN INSTITUTE OF AIRHOSTESS TRAINING**
- Higher Secondary Examination from **M.A.S.S G.H.S.S**, Kannur in 2016
- SSLC from **M.A.S.S G.H.S.S** , Kannur in 2014

PERSONAL PROFILE

Father's Name	: Mohammed Kunhi Pakkan
DOB	: 26/6/1999
Marital Status	: single
Nationality	: Indian
Height	168
Weight	68
Languages Known	: English, Malayalam, Hindi, Arabic, Kannada and Tamil
Address	: Dubai,
Passport no	: R5526893
Issued at	: Kozhikode

HOBBIES

Interacting with People, Swimming

DECLARATION

I hereby declare and confirm that all the above details are true to best of my knowledge and belief.

Muhammed Mufeed