

Ibrahim Abdul khader
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CARRER OBJECTIVES:

Intend to build a successful and bright career, which will help in utilizing my potential and knowledge acquired by me to reach my career goals. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success and growth of the company.

WORK EXPERIENCE:

EMIRATES AIRLINES:

Worked as Premium Class Cabin crew for Emirates A380 from 25/11/2009 – 21/08/2020.

LUFTHANSA GERMAN AIRLINES:

Worked as Regional Flight Attendant in Lufthansa Boeing747 from 18/05/2007 – 22/08/2009.

PARAMOUNT AIRWAYS:

Worked as a Customer Service Supervisor from 17/03/2006 – 17/02/2007. Successfully completed project of setting up Airport station in HYDERABAD & THIRUVANANTHAPURAM

INDIAN AIRLINES HYDERABAD:

Worked as Customer Service Agent for Indian Airlines from 27/07/2005–20/07/2006.

TAJ MANJARUN MANGALORE:

Worked in F&B Service department from 01-05-2004 TO 01-05-2005.

ORANGE COUNTY RESORT, COORG:

Operated Departments – F&B Service department for Three months.

EDUCATION & QUALIFICATION:-

Completed three years bachelor's degree in B.H.S from Saptagiri college of Management. (Affiliated to Mangalore University).

Successfully completed PROJECT MANAGEMENT PROFESSIONAL (PMP) course from Edoxi Institute.

Completed six months DIPLOMA IN FLIGHT STEWARD from SISI CMTES, (Approved by the Government. of India) Secunderabad.

Passed 12th from Pre-University Board, Karnataka in 2000. Passed 10th from Karnataka Board in 1998.

LANGUAGES KNOWN:

English, Basic Knowledge of German, French & Arabic. Hindi, Urdu, Kannada, Malayalam, Tamil, Telugu, Tulu, Konkani & Beary.

DUTIES AND RESPONSIBILITIES:

Produce monthly & weekly MIS reports & presentations from diverse sources, to agreed deadlines. Collate, organize & store essential business data, creating report formats that are easily accessible & intelligible.

- Coordinated with all regional sales teams to improve understanding & use of Business data & metrics.
- My areas Responsibilities included being in-charge handling and supervising All airport Duties and Also Responding to customer queries in a timely and accurate way, via phone, email or chat.
- Identifying customer needs and helping customers use specific features.
- Analyzing and reporting to Airport Manager .
- Handling with all areas of responsibilities and also dealing with day to day complaints and queries very professionally and promptly to provide best Customer service with their journey.

Thus providing optimum Customer service satisfaction.

Well Familiar with the software

- Sabre
- Galileo
- Accounting System (Additional)



TECHNICAL-QUALIFICATIONS:

Operating Skills _ MS-Office, Word, Excel, Powerpoint, • MS-Word, PowerPoint, Excel, Tally, Internet, HTML.

TICKETING & RESERVATION MANAGER:-

Managed overall administrative control of the Call Centre , in achieving the agreed Service Quality Levels (SQL) for Reservations

- Monitor / Maintain day to day activities of Airport Ticketing Counter.
- Evaluated flights where there is potential for revenue enhancement
- Also monitor holiday traffic and group bookings on all future departures to ensure that optimum seats are protected for high yield passengers.
- In charge of training of the training program of staff across the network on AIRS.
- Rostering & Allocation of duties to staff on a daily basis.
- Produce monthly & weekly MIS reports & presentations from diverse sources, to agreed deadlines. Collate, organize & store essential business data.

SKILLS:

- 16 plus years' experience in Customer service industry.
- Excellent ability to adapt to difficult situations.
- Ability to build foster and maintain positive relationship.
- Devotion to high quality customer service.
- Excellent Interpersonal Communication and Language skill.
- Good organizational skills.
- Leadership skills with customer-oriented attitude.
- Keen analytical and research abilities.
- Knowledge of relationship management.
- Best practices of problem solving and conflict resolution capabilities.
- Marketing Strategies & Campaigns.
- Willingness to develop an in-depth understanding of the business and related service.
- Good Team player, flexible, outgoing, innovative, tactful, loyal, sincere & a hard worker.

EXTRA-CURRICULAR ACTIVITIES:

- Represented the College in the Inter-collegiate Dancing Competition SPECTRA'04 and won First place.
 - Represented the College in the Inter-college Competition SPICE ON ICE '04 and won First Place.
- Won first place in Inter College debate competition SUCCESS '04.

PERSONAL DETAILS:

Father's name	Late Mr. Abdul Khader
Date of Birth	20/03/1983
Sex	Male
Marital Status	Married Nationality
Indian Religion	ISLAM
UAE D/L	Yes
D/L Validity	21/07/2025
Passport	Z 2489027
Issue Date	05/02/2014
Expiry Date	04/02/2024
Passport Issue	INDIA
Visa Status	Emirates Work Visa

I hereby declare that the above made statements are true to the best of my knowledge.
Thank you for taking time to review my resume, I look forward to talking with you.

Date:

Place:

IBRAHIM ABDUL KHADER.