



Muhammed Farhan Abdul Rahim

Knowledgeable product specialist seeking to advance within the field and apply strong research, management, and communication skills to contribute to the advancement of a growing company along with resolving customer issues and foster a positive relationship between the customer and the company



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Dubai, United Arab Emirates

SKILLS

Galileo, Amadeus & Sabre

Adaptability

MS Office

Collaboration talent

Problem-solving abilities

Decision making

Attention to detail

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Malayalam
Full Professional Proficiency

Tamil
Professional Working Proficiency

Kannada
Limited Working Proficiency

EDUCATION

Diploma in Aviation Hospitality and Airport Management

Akbar Academy Airline Studies

2016

BBA - Airline and Airport Management

Bharathiyar University

2019

Senior Secondary Education

Kerala State Higher Secondary Board

2014

Courses

- Computer Science

WORK EXPERIENCE

Product Governance

Dream Souq

12/2019 - 01/2021

Calicut, India

Dreamsouq is the world's first profit-sharing social E-Commerce platform that offers unique reward earning, sharing, and redemption for the customers

Achievements/Tasks

- Conduct extensive market research and create realistic user stories for service optimization.
- Preparing and presenting summary reports on new products to the monthly operational and Regulatory Risk committee.
- Followed-up on orders and liaise with customers, retail, and customer requests to ensure the brand provides the highest level of service.
- Developed collaborative, positive working relationships with staffs.

Customer Care Executive

Alhind Tours and Travels

10/2018 - 11/2019

Calicut, India

Alhind Tours & Travels Pvt. Ltd. is the leading travel company with a strong presence in India and overseas.

Achievements/Tasks

- Handled Airline Reservations including Issue/Reissue/Refunding of Domestic and International Air Ticketing.
- Monitored and managed GDS Queues and recorded information.
- Performed responsibilities of seeking new sales opportunities as well as build strong customer relationships.
- Coordinated with in-house departments to process reporting and invoicing.

Airport Operations Trainee

Calicut International Airport

03/2018

CERTIFICATES

Diploma in Aviation Hospitality and Airport Management (2016)

Foundation in Travel and Tourism (IATA/UFTAA) (2016)

Galileo Smart point version basic and advance - GDS (2016)