

Musaab Khan

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00971508369344 📞

Dubai, United Arab Emirates 📍

Proactive professional with 4+ years of experience and a proven knowledge of customer needs assessment, service delivery, and workflow planning.

PROFESSIONAL EXPERIENCE

Cabin Crew Emirates Airlines

08/2015 - 07/2020

Dubai, UAE

Achievements/Tasks

- Experienced in handling diverse customer interactions on every flight, giving detailed, personalized, friendly & polite service to ensure customer retention.
- Determined special assistance needs of passengers such as small children, the elderly, or disabled persons.
- Successfully managed complicated cases without prompting to provide more comprehensive service to customers due to excellent problem-solving skills.
- Anticipated future needs and prepared early for the on board service procedure to ensure a smooth flight for customers and fellow colleagues.
- Possess strong interpersonal skills and an approachable demeanor which cultivated strong customer relationships.
- Received appreciation from supervisors for maintaining quality standards and being a role model of good marketing for the public face of Emirates.
- Ability to use positive language and maintain cheery persona to ensure effective customer service.

EDUCATION

Bachelors of Science in Business Administration - Finance American University of Sharjah

01/2009 - 01/2015

Sharjah, UAE

Courses

- Analysis of Financial Statements
- Corporate Finance
- HR & Consumer Behavior
- Investment Banking
- Management Leadership Development

SKILLS

Proficient with Microsoft Office (Excel, Word, & Powerpoint)

Teamwork - Working with different set of colleagues everyday

Communication - Open and effective communication throughout the aircraft

Adaptability

CERTIFICATIONS

Financial Modelling and Valuation Analyst -FMVA (ongoing)

Corporate Finance Institute (CFI)

Social Media Marketing Certification

HubSpot Academy

Fundamentals of Digital Marketing

Google Digital Garage

ACHIEVEMENTS

Sports Athletic Scholarship 13' & 14'

Student Appreciation Certificate for Cricket for 4 Consecutive Years

Student President - Cultural Club at AUS

LANGUAGES

English
Full Professional Proficiency

Urdu/Hindi
Native or Bilingual Proficiency

Pashto
Native or Bilingual Proficiency

Arabic
Limited Working Proficiency