

ABOUT ME

Name Anees Ahmed Sheikh
DOB 3rd May, 1995
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Language English – Fluent, Hind & Urdu – Fluent
Driving License Car & Bike - Valid UAE D/L since 2018

CAREER OBJECTIVE

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.



PROFESSIONAL QUALIFICATION

Degree	Board/University	School/ College	Percentage	Year
3rd Year (Final) (B.SC-Hospitality Studies)	Mumbai University	Rizvi College of Hotel Management	60.50%	2016-17
2nd Year (B.SC-Hospitality Studies)	Mumbai University	Rizvi College of Hotel Management	51.70%	2015-16
1st Year (B.SC-Hospitality Studies)	Mumbai University	Rizvi College of Hotel Management	50.40%	2014-15
Grade 12th	Maharashtra Board	St. Marceline Junior College, Mumbai	63.85%	2012-14
Grade 10th	Maharashtra Board	St. Michael High School, Mumbai	61.27%	2011-12

Dubai International Airport Customer Service -

DUBAI AIRPORTS Dubai, UAE - (August 2019 to March 2020)

Connecting the World

Job Responsibilities

- Assist passengers with self-service check-in kiosks.
- Inspect and verify passenger documentation.
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations.
- Manage passenger baggage processing including handling and fee calculation if applicable.
- Assist passengers as needed through arrival and check-in processes including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance.
- Direct passengers through Customs, Immigration, and quarantine as required.
- Make public address announcements as required.
- Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival.
- Comply with all UAE legislation as well as airport authority and carrier security requirements.
- Comply with Dubai Airports Operating Procedures (SOP's).
- Operate computers and specialist equipments such as air-bridge, scanners and airline specific software.
- Maintain the highest standards of safety and security at all times.
- Other duties as assigned.

Front Desk Executive Radisson Blu Hotel & Resort Group –

Radisson BLU Sharjah, UAE - (August 2017 to August 2019)

Job Responsibilities

- Perform all check-in and check-out tasks.
- Manage Online and phone reservations.
- Register guests collecting necessary information (like contact details and exact dates of their stay).
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.

MY WORK EXPERIENCE