



# RIYAS ABDUL JABBAR

CUSTOMER SERVICE SPECIALIST

## CONTACT

### Phone

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### Email

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### Location:

Dubai, UAE

## COMPUTER SKILLS

- MS Word, MS Excel & MS Outlook
- Keos System
- Altea System
- Amadeus System

## TRAININGS ATTENDED

- Service Flair Training Conducted by Dubai Airport
- Basic First Aid Fire Fighting Programme from Aircraft Rescue and firefighting Department by Dubai Airport
- Dangerous Goods Regulations Initial Training for passenger handling staff conducted by Tirwin Management by Bangalore International Airport

## CAREER ABRIDGEMENT

- Honest and professional contribution in achieving organizational goals with hard work and experience. As well as striving for constant self-improvement and value addition for self as well as for the organization worked for.
- An effective communicator with strong analytical, problem solving & organizational abilities

## PROFILE SUMMARY

- Rich experience of **7 years** in ADMINISTRATION & GUEST RELATION
- Profound knowledge about ticketing procedures
- Profound knowledge of CRS System
- Sociable nature that helps while dealing with customers from different background
- Excellent verbal and written communication as well as interpersonal skills
- Sound practical knowledge of the basic computer applications like MS Word, Excel & Outlook
- Clear voice, well-groomed and impressive appearance
- Proven ability to keep calm even in the stressful situations
- Profound ability to go by the organizational strategies and rules
- Strong trouble shooting skills

## KEY SKILLS

- Friendly
- Responsive Personality
- Enthusiastic
- Hardworking
- Team Player
- Self-motivated
- Optimistic
- Analytic Skills
- Willingness to Learn
- Work Ethic
- Do it now attitude
- Time Management
- Good Learner
- Critical Thinking
- Believe in Teamwork
- Good communication skills

## EMPLOYMENT CHRONICLE

### SENIOR ASSOCIATE CUSTOMER CARE

Mar 2021 to Till Date

Aster DM Healthcare, Dubai, UAE

- Help in Registration form and Insurance form completion process
- Assist patients to complete all necessary forms and documentation including medical insurance
- Ask about problem of the patient and refer to the concerned Clinician (in consultation with the Nurses if required)
- Send patient to concerned counter. Assist patient if required in reaching to the counter
- Ensure all standard protocols set by organization are maintained
- Appointment Handling & Scheduling

### CUSTOMER SERVICE EXECUTIVE

Jan 2016 to Mar 2020

G4S Ground Handling Dubai International Airport Terminal 2, Dubai, UAE

- Assist passengers with self-service check-in kiosks
- Inspect and verify passenger documentation
- Issue boarding passes and reschedule passengers affected by flight cancellations
- Manage passenger baggage processing including handling and fee
- Assist passengers as needed through arrival and check-in processes
- Direct passengers through Customs, Immigration and quarantine
- Make public address announcements as required

## PERSONAL DOSSIER

Date of Birth : 04-02-1991  
Gender : Male  
Nationality : India  
Marital Status : Married  
Religion : Islam  
Passport No : L 3030276  
Date of issue : 16-08-2013  
Date of Expiry : 15- 08-2023

## LANGUAGES KNOWN

- English (S,R,W)
- Arabic (S,R,W)
- Hindi (S,R,W)
- Malayalam (S,R,W)
- Tamil (S)

## REFERENCE

- Available upon request

- Collecting Biometric Data
- Handling Universal flight information system

### **PASSENGER SERVICE & GUEST SERVICE AGENT** Apr 2014 to Jan 2015 **Glob Ground India Bangalore International Airport** **India (British Airways & Lufthansa Airline)**

- Welcome passengers as they approach the check in counter and ask for their ticket information
- Inquire into their seating preferences and process and print their boarding passes
- Issue labels for hand luggage and ensure that booked luggage is also properly labelled
- Provide passengers with information on their flights including flight numbers and departure and arrival times
- Weigh bags and ensure that any excess weight charges are communicated to passengers and collected before placing bags on the booking conveyor belt
- Attend to telephone call regarding available seats and flights and perform online bookings
- Check passengers' travel documents such as passports to ensure that they are catching the correct flight
- Assist passengers, especially the elderly, children and those with special needs in boarding planes by providing them with physical and logistic help
- Provide support to first-time travelers by leading them through immigration and customs processes
- Handle passengers' complaints by following company rules and with the aim of satisfying both protocol and passengers
- Keos System
- Altea System
- Amadeus System

### **ASSISTANT ADMIN MANAGER**

**Nov 2011 to Nov 2013**

**Flying Goose Aviation Academy**  
**Kochi, India**

- Prepared staff work schedules.
- Document Checking
- Monitored and controlled all department activities
- Maintained all confidential records for Students
- Trained program staff on managing departmental budgets and board on interpreting financial statements
- Organized management and staff calendars and provided appointment reminders.

## ACADEMIC CREDENTIALS

- **M.B.A Operations** [Madurai Kamaraj University - India], 2013 - 2015
- **Bachelor of Arts** [Techno Global University – India], 2013
- **Diploma in Airline and Airport Management**
- **IATA UFTAA Crash Course**
- **International Accreditation Org**
- **Board of Higher Secondary Education** - Kerala
- **Board of Secondary Education (SSLC)** – Kerala

## DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**RIYAS ABDUL JABBAR**