

CURRICULUM VITAE

Shansiya Siyad



Mobile No: +971-502812389

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OBJECTIVE

Management & Planning concerned position with Career opportunities and advancement in a competitive environment for the attainment of organization's objective.

PERSONAL APPEARANCE

Father Name	: Habeebu Rahman Siyad
Date of Birth	: 26 th May 1996
Gender	: Female.
Nationality	: Indian.
Visa Details	: Visiting
Current Address	: Al Karama center, Dubai
Contact	: +971 502812389
Marital Status	: Unmarried.
E mail	: shansiya.s@gmail.com

EDUCATIONAL QUALIFICATION

- Passed S.S.C in year of March 2012 (Jeddah, Kingdom of Saudi Arabia)
- Passed H.S.C in year of March 2014 (Jeddah, Kingdom of Saudi Arabia)
- Passed B.B.A in year of June 2017 (Mahatma Gandhi University) Kerala, India.
- MBA in HR at (Annamalai University) Tamil Nadu, India.
- Diploma In IATA/ UFTAA Foundation in Travel & Tourism (2017)

PROFESSIONAL QUALIFICATION

- MS Office, MS Excel, MS Power Point, Internet & Email, etc.
- Systems Known: Sabre, Altea, Gonow, Iport .

EXPERIENCE

- Worked at Bhadra International India .Pvt. Ltd Trivandrum for 01 year As Customer Service Agent (CSA).
- Worked in Gr
- Worked at National Aviation Services, Kuwait for Last 02 year As Passenger Service officer (PSO)

RESPONSIBILITY

- Ensure proper and correct information/guidance to passengers.
- Consult Supervisor in case of difficult situations.
- Handling delayed and cancelled operations.
- Awareness/implementation of policies and procedures of the airlines.
- Maintain proper communication with the supervisor.
- Develop teamwork to have smooth handling.
- Performs other related duties, as assigned, for the purposes of ensuring the efficient and effective function of the work unit.

SKILLS

- Excellent customer service skills.
- Strong written and spoken communication skills.
- A polite and professional approach.
- The ability to solve problems.
- The ability to deal tactfully with upset or angry passengers.
- IT skills.

PASSPORT DETAILS

- Passport No : L1205914
- Place of Issue : Jeddah
- Date of Issue : 12/Jun/2013
- Date of Expiry :11/Jun/2023

LANGUAGES KNOWN

- English
- Arabic
- Hindi
- Malayalam
- Tamil

(Shansiya Siyad)
