

Mohammad Muzzamil

Senior
Customer
Service Exe



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LinkedIn



Customer Service Consultant with 10 years of experience in Aviation, Including Airline Security functions, RAMP, Reservation & Ticketing, Handling Commercial Aviation Functions working with excellent analytical problem solving, planning, organization and coordination skills.

Education

**Master's Degree
in Human Resource**
SRTMUN UNIVERSITY
2011-2012

Bachelor of Commerce

SRTMUN UNIVERSITY
2007-2010

**Nehru English
High-school**
2004

Skills

Customer Service_
Excellence

Team Player

Coordination
Skills

Strong
Organizational

Experience

**VISTARA AIRLINES LTD
SENIOR CUSTOMER SERVICE
EXE**

2014-20

- .Customer Handling Process as well Competencies in customer service & Ramp Also responsible for taking care of administrative job, such as preparing monthly OTP report maintaining staff training records.
- Presently supervising all RAMP activities including RAMP safety in all the aspects related to operations.
- Practice work safety at all times.
- Ensure that the required standards and procedures of RAMP and ground dispatch are established. Implemented and closely monitored. To include but not limited to baggage, cargo, and Dangerous Goods. Co-ordination with boarding gate for passenger on time at Aircraft. Monitoring vehicle movement at Ramp and follow all safety precaution at ramp side. Coordinating with L&T staff about loading of baggage and cargo.

**SPICEJET AIRLINES
LTD
SENIOR CUSTOMER
SERVICE EXE**

2012-2014

- Following Customer SOP according to ICAO Annex:9 & Annex: 17 Bureau Of Civil Aviation Security(BCAS)
- Handling Reservation, Check-in, Baggage Makeup Area, Arrivals.
- Region of Aircraft Movement & Parking (RAMP) Develop and maintain excellent relationships with all travel suppliers.
- Conducting Daily Briefing of Staff & Loaders
- Filling Flight Plan





- Understand the customer needs, meet the wants, offer & deliver the right product
- Identify and build strategies for new areas of business development.
- Building and maintaining good relationship with customer in person
- Quote Preparation and order entry, as well as order follow through.
- Providing accurate information to the customer about the product and services.

- Handling Reservation, Check-in,
- Baggage Makeup Area,
- Arrivals & RAMP.
- Conducting Daily Briefing of Staff & Loaders.
- Coordinating with Captain & ATC (Air Traffic Control)
- Filling Flight Plan
- Coordinating with other Agencies.

Certificates

X-RAY SCREENER CERTIFICATION (09/2021 – 09/2023)

X-RAY SCREENER CERTIFICATION IS ISSUED BY BUREAU OF CIVIL AVIATION SECURITY GOVT OF INDIA ITS GIVES PERMISSION TO SCREEN THE CHECK-IN/HAND BAGGAGE.



AVIATION SECURITY (06/2012 – 09/2023)
AVIATION SECURITY CERTIFICATION IS ISSUED BY BUREAU OF CIVIL AVIATION SECURITY GOVT OF INDIA



IATA FOUNDATION LEVEL (09/2008 – 09/2023)
IATA FOUNDATION LEVEL CERTIFICATION IS ISSUED BY IATA



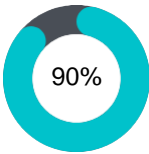
AIRPORT CUSTOMER SERVICE & CARGO HANDLING (10/2009 – 10/2023)

INDIA ISSUED BY KUONI ACADEMY
GALILEO TICKETING (09/2008 – 09/2019)

DANGEROUS GOODS & REGULATION (CATEGORY:-12)



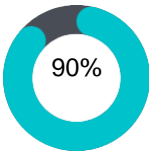
Languages



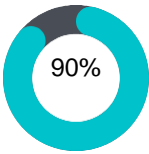
English



Hindi



Urdu



Marathi