

# SHANISH MALAYIL

**Nationality:** Indian

**Address:** Dubai, UAE

**Phone:-** 0581393426/0522273477

**Email:** shanishmalayil@gmail.com

**Visa:** Visit Visa



## Profile

Customer-oriented and results-targeted professional with 7 years of substantial experience and outstanding skills in Customer Service & Office Manager, Including 10 in management. An enthusiastic leader who thrives in fast-paced and high-stress work environments in the aviation and tourism industries.

## Work Experience

### MANAGER

#### **ALHIRFAH TRAVEL TOURISM LLC**

MUSCAT, SULTANATE OF OMAN  
15 JUL 2018 – 27 FEB 2021

#### Job Responsibilities

- Accounts
- PRO Works
- Arranging work rosters for staff and allocating tasks.
- Managing budgets, meeting sales targets, and maximizing profits.
- Liaising with customers and suppliers for marketing purposes.
- handling mail, email, phone enquiries and any customers' complaints.
- Updating holiday information and drawing any important new information to the attention of the staff.
- Selling package holidays and individual travel elements, including visa, flights, hotels, and car hire.
- Communicating with immigration and government authorities for clearance of visa and license.



## Work Experience

### CUSTOMER SERVICE

**AIR INDIA AIR TRANSPORT SERVICES LIMITED**  
CALICUT INTERNATIONAL AIRPORT  
04 DEC 2016 – 11 JUL 2018

**KHULLAR HOSPITALITY PVT LTD**  
CALICUT INTERNATIONAL AIRPORT  
01 SEP 2014 – 03 DEC 2016

#### Job Responsibilities

- Front office
- Office Administration
- Ramp Supervisor (Loading Instruction Report).
- Flight Operations
- Property Irregularity Report
- Assist passengers to check-in (DCS-LIAISON).
- 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.
- 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 Air India Standard Operating Procedures (SOP's).
- Operate computers and specialist equipment such as scanners, and airline specific software.
- Produce work-related documentation when required.
- Always maintain the highest standards of safety and security.
- Other duties as assigned.



## Personal Skills

- Initiative, Adaptability and Problem-solving.
- Good interpersonal skills and ability to interact with customers
- Excellent communication skills, Self-confident and ability to lead

### LANGUAGE

English, Malayalam, Hindi, Tamil and Arabic

### COMPUTER

- ❖ Windows Office Packages  
(Word, Excel and PowerPoint)
- ❖ Accounting Software  
(Es-Plus)

### PASSPORT & LICENSE

Passport No -T6855163 Date  
of Expiry – 10/07/2029

#### Oman License

License No -114972721

#### Indian License

License No -55/4543/2009



## Education

❖ **BACHELOR OF ARTS – 2013**  
English Language and  
Literature Vinayaka Mission  
University

❖ **DIPLOMA – 2014**  
Customer care &  
Hospitality Airline &  
Airport Management  
Travel and Tourism  
Fare and Ticketing  
Ground Handling & Cabin Crew

❖ **HSC – SCIENCE – 2010**  
Higher Secondary Examination Kerala  
❖ **SSLC – 2008**  
Government of Kerala

## Reference

**Abdullah Mubarak Obaid Al Sinani**  
**Managing Director**  
**Alhirfah Travel Tourism Llc**  
**Abdullahalsinani10@hotmail.com**  
**Mob: - +968-94041501**

**Joseph VU**  
**Assistant Manager**  
**Air India Limited Calicut**  
**International Airport**  
**Mob: - +91 9447183357**

## Declaration

I hereby declare that the above furnished details are true and complete to the best of my knowledge and belief.

**SHANISH MALAYIL**