

CURRICULUM VITAE

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OBJECTIVES

Seeking a challenging position as a Customer Service Executive where my skills and experience in Ticketing, Sales and Customer support can be put in the entire growth of the organization and my career development. To secure an teaching position utilizing my background in lesson planning and leadership

CAPABILITIES

Over the period of about 7 years of employment in aviation industry, I have gained fairly good experience in the areas of Sales and Customer Support. Capable to handle Computerized Reservation Systems and proficient with MS Office Packages. Highly competent in communication and costumer focus.

EDUCATION

- Bachelor of Commerce, 2006 - Calicut University, Kerala, India.
- Higher secondary, 2003 - CSM Central School (CBSE), Edasserry, Kerala, India.

WORK EXPERIENCE

➤ GUEST SERVICE AGENT

Company : **ETIHAD AIRWAYS**
Duration : 28-06-2014 to 30-10-2020
Location : Abu Dhabi, UAE

➤ GUEST SERVICE AGENT

Company : **COCHIN INTERNATIONAL AIRPORT (AIRAWAT AVIATION)**
Duration : July 2010 to Oct 2010
Location : Cochin, Kerala, India

➤ GUEST SERVICE AGENT

Company : **COCHIN INTERNATIONAL AIRPORT (AIR INDIA)**
Duration : March 2008 to Jan 2009
Location : Cochin, Kerala, India

DUTIES & RESPONSIBILITIES

- Check in counter, Baggage/Ticketing, Arrivals and Transfers, Boarding for **Etihad Airways, Emirates Airlines, Air India, Sri Lankan Airways, Gulf Air, Air Arabia, Saudi Airlines, Air India Express, and Oman Airways & Qatar Airways.**
- Meet and assist guests.
- Support the airline in all aspect of operating functions at airport.
- Check Passports, Visas and other relevant documentation.
- Person in charge for collecting arrival documents, file it with Immigration and Customs Office.

- Service Control for all flights.
- Solely responsible for General Declaration Clearance during the departure of the aircraft.
- Ensuring on-time departure of all aircrafts.
- Ensuring that all passengers are on board.
- Airline Ticketing and Reservation counter.
- Give on job training to new personnel.
- Providing excellent customer service.
- Adhering to all safety and security regulations.
- Working in a busy customer facing environment.
- Liaising with Dispatch and Ramp agents.

SKILL

- Excellent communicational skills
- Highly skilled and experience
- Excellent interpersonal skills
- Maintain customer relationship
- Solving problems and make good decisions
- Excellent negotiating and convincing skills

PROFESSIONAL QUALIFICATION

- IATA-UFTAA FOUNDATION&EBT COURSE, September2007 – Montreal, Canada
- Computerized Accounting System (Tally)
- MS Office package
- Departure Control System (ARTICA)
- CRS : Abacus, Amadeus and Galileo
- Crane System
- Liaison System
- Sabre system
- Altea
- Maestro

PERSONAL DETAILS

- Nationality : India
- Date of Birth : 15-01-1985
- Gender : Female
- Marital Status : Married
- Passport no : K0382590
- Visa Status : Employment Visa

LANGUAGES

- English , Hindi, Malayalam & Tamil

DRIVING LICENSE

- UAE Valid Driving License

DECLARATION

I sincerely believe that the above mentioned facts are true to my knowledge and belief.

REJILA SHAFEER