

JAMSHEED MH



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+971524468728

Jamsheed3310@gmail.com
Dubai

EXPERIENCE

Customer Service Associate (DEO/Staff Nurse) at Pure Health, Dubai. (3 months)

Responsibilities

- PCR test screening centre at Sharjah Airport
- Provide high-quality and productive assistance to co-workers

Warehouse Executive at Leebha Cargo, Dubai (1 year)

Responsibilities

- Performing basic admin duties including printing, sending emails, and ordering office supplies
- Assisting and coordinating with the sales team.
- Assisting the Front Office team
- Assisting and supporting management

Customer Service Executive at Calicut International Airport, India (3 year)

Responsibilities:

- Assist passengers with self-service check-in kiosks.
- 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.
- Direct passengers through Customs, Immigration, and quarantine as required.
- Make public address announcements as required.
- Produce work-related documentation when required.



CAREER OBJECTIVE

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

PERSONAL DETAILS:

Citizenship : INDIAN
DOB : 13th July, 1994
Sex : Male
Languages : English, Hindi, Arabic, Malayalam
Driving License: Indian

SKILLS:

GALILEO ■■■■■
MS OFFICE ■■■■■
AMADEUS ■■■■■
ABACUS ■■■■■
MS EXCEL ■■■■■
WMS ■■■■■

Customer Service Executive & Sales at Aiwa Group, India (5 year)

Responsibilities:

- Handle customer complaints
- process customer accounts and file documents
- Serves customers by selling products and meeting customer needs

PASSPORT DETAILS:

Passport No : L4213038
Date of Exp :06 oct 2023
Place of issue :Malappuram

VISA DETAILS:

Type of visa : Residence
Date of Exp :04JAN 2024

EDUCATION

- **IATA/UFTAA FOUNDATION COURSE IN TRAVEL & TOURISM (ITDL) MONTREAL,CANADA.(2012-13)**
SPEED WINGS AVIATION ACADEM, CALICUT.
- **INTERNATIONAL TRAVEL & TOURISM MANAGEMENT(2012-13)**
SPEED WINGS AVIATION ACADEM, CALICUT.
- **PLUS TWO**
KERALA HIGHER SECONDARY EDUCATION.

REFERENCES

ERSHAD K MAMBRA

SR. COORDINATOR
AIR INDIA EXPRESS
CALICUT, INDIA
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Swathy Victor

HR Manager
Leebha Group
Dubai
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DECLARATION

I hereby declare that all the information furnished above is correct to the best of my belief. I am responsible for the authenticity of all the information.

Place:

Date:

JAMSHEED MH