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| **Personal Strengths*** Competent and Confident.
* Reliable, Responsible & Committed to Excellence.
* Smart Work & a Fast Learner.
* Good at personal relationships.
* Adaptable to Changes & Open to New Ideas.
* Energetic Personality and Positive Attitude.

**Education Profile** * Pursuing MBA from Sikkim Manipal University, Sikkim, India
* Graduation in Bachelor of Marketing Management, Tamil Nadu, India
* Advanced Diploma in Professional Accounting
* Diploma in Travel and Tourism Management, Kerala, India
* Plus Two from CBSE Board, Kerala, India
* Matriculation from CBSE Board, ( International Indian School, Jeddah, KSA )

**Achievements*** As a Customer Service Manager, could develop skills in tackling issues, dealing each and every customer individually and psychologically. And more than everything, the role of a team manager.
* As a Customer Relationship Executive, learned some innovative marketing techniques and the role of Media & Advertisement in the market .
* With experiences in Airlines as Customer Service Officer, I could develop skills like being a team player, being proactive, demonstrating flexibility, communicating effectively and efficiently with the public and committing to excellence.
* Developed co-ordinating, organizing and motivating a group for organizational benefit.

Experience / Specialisations* More than Seven years experience in serving customers with working background in Airlines, Media & Advertising, and Construction & Land Developing.
* Airlines experience as Customer Service Agent with Air Sahara.
* Working experience as Guest Service Agent with “Kingfisher Airlines Ltd.” With Guest Service Department for more than two years.
* Worked as Customer Relationship Executive for Meem Media, a media production company.
* Currently resigned as a Customer Service Manager with Villa Nova, a SSE in property consultant.
* Implementation of better ideas, skills and promotional activities to deliver the best quality of services to the customers and for organizational development as well as for personal career growth.

Personal Profile / Personal Attributes * Innovative and experienced in serving customers with sophisticated skills in customer service, co-ordination, customer relations, business administration and team management.
* High personal integrity, and able to relate to and create trust in all.
* High articulate, confident and persuasive team-builder for team work.
* Self motivated, as well as able to motivate and communicate others in the team to deliver outstanding services and achieve exceptional performance.
* Dependable and reliable in supporting and enabling team effort to produce genuine long-term sustainable development.
* Persistent and flexible approach to the mutually beneficial achievement of organizational plans and personal goals of staff, clients and customers.
* Honours graduation in Bachelor of Marketing Management and a Diploma in Travel and Tourism Management. Also pursuing MBA (Airlines Management) by distance education.
* Able to analyze, synthesize, and summarize the situation accurately and effectively in time.
* Good judgement and initiative in solving problems and making decisions.
* Able to prioritise and manage multiple tasks concurrently.

**Career Vision & Objectives**Aspiring for a challenging career in an esteemed and globally competitive organization where I can use my education and utilize my skills and work experiences that enhances my productivity and efficiency, develop my skills with a strong commitment in providing quality service that contributes to the company’s welfare in any capacity that best matches my abilities.Curriculum Vitae |  |

### Career History & Responsibilities

* **Villa Nova, Calicut (INDIA). (Sep 2013 – Aug 2015)**

As a Customer Service Manager, to ensure the high quality of services provided to the investors, clients and the customers. Manage customer inquiries/leads, mange communication with prospects; follow up for payments & dues, maintenance related communications, loyalty management, etc. Handle the investors with the best and on time supports. Source potential investors, study property listings, interview prospective clients, accompany clients to property site, discuss conditions of sale, and draw up real estate contracts, etc. Ensure the customers are delighted with personal care & support delivered pre and post sales.

* **Meem Media, Abu Dhabi (UAE). (May 2012 – Aug 2013)**

As a Customer Relationship Executive, to know every customer’s needs, wishes & dreams, and be well versed in the value delivered to customers and the problems they are trying to solve. Proactively offer ideas and insights to improve their issues & challenges. Follow up on every issues and ensure complete satisfaction and maximum utilization of the services sold to them. Develop the referral business from the existing clients, and above all, the most important part is customer retention.

* **Kingfisher Airlines Ltd, Bangalore (INDIA). (Jan 2010 – Mar 2012)**

As a Guest Service Agent, to ensure the comfort and smooth handling of passengers and to make sure safe operations of allocated areas like airport ticketing counter, check-in counters, boarding gates control, arrivals unit handling (MHB, PIR), Baggage Make up Area, Baggage Break up Area , RAMP, etc. Achieved load competency control license for A319 / A320 / A321 / ACJ / CJ / ATR 72-500 / ATR 42-500.

* **Air Sahara, Kochi (INDIA). (Jun 2004 – May 2006)**

As a Customer Service Agent, to ensure quality service provided to the customers in reception with queries about ticketing and reservations, and manage the complaints related to any bookings if exist. Learned the basics of Fare Construction and Ticketing International and domestic tickets using Galileo.

**DECLARATION**

**I hereby declare that all the above given information are true and correct to the best of my knowledge and belief.**

**Place : Dubai, UAE Jabir Al Azeez**

**Date : 14/10/2015 -sd-**

**Personal Details**

Languages Known : English, Arabic, Malayalam, Hindi, and Tamil

Age & Date of Birth : 30, 19th June 1985

Height & Weight : 166cm / 67Kgs

Place of Birth : Kadalundi, Kerala, India

Sex : Male

Religion : Islam

Nationality : Indian

Marital Status : Married



**Gulfjobseeker.com CV No:** **1483008**