Akhil

**Receptionist,**

**Hamdan Bin Mohammed Smart University**

**Dubai, united Arab Emirates**

**** [**akhil.362068@2freemail.com**](mailto:akhil.362068@2freemail.com)

Dear Sir,

I am writing to enquire if you have any opening for me to work with your successive team. I enclose my CV for your information as you can see, I have had extensive vacation work experience in office environments, the retail sector and service industries, giving me varied skills and the ability to work with many different types of people. I believe I could fit easily into your team.

I am a conscientious person who works hard and pays attention to detail. I'm flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm. I'm keen to work for a company with a great reputation and high profile like yours.

I have excellent references and would be delighted to discuss any possible vacancy with you at your convenience. In case you do not have any suitable openings at the moment, I would be grateful if you would keep my CV on file for any future possibilities.

Yours sincerely,

Akhil

**Summary of Qualifications**

* Strong communication and customer service skills.
* Excellent planning and organization skills.
* Ability to deliver a good customer service experience.
* Familiarity with computers and ability to type 30 words per minute.
* Maintain observer’s honesty and loyalty.
* Strong ability to listen and respond effectively to repetitive questions.
* In-depth knowledge of providing passengers with general travel information.
* Proficiency in Microsoft Office (Outlook, Excel and Word)

 **Work Experiences**

* ***Passenger Service Agent***

**Cochin International Airport Limited (CIAL) Kerala, India**

* Assisted customers before and after a flight.
* Provided the needs and requirements of passengers and airport personnel.
* Handled baggage claims, check rider reservation.
* Assisted passengers with special needs.
* Provided supports for other airport personnel including pilots and engineers.
* Helped the airline staff members for safe and consistent operations.
* ***Customer Service Agent***

**Dubai Metro Dubai, UAE**

* Answered customer’s questions and provided assistance based on each customer’s need by brand in friendly, helpful and prompt manner.
* Provided all customers assistance with directions, maps and local information and appropriate service information.
* Attended complaints and enquiries regarding ticket.
* Introduced features of different types of card to first time travelers.
* Assisted passengers to purchase tickets through TVM (Ticket Vending Machine) Based on the zone.
* Helped passengers to get on and off the train safely during rush hours
* ***Travel Agent***

**Galaxy Travels Kerala, India**

* Made reservations, prepared and issued tickets and journey, calculation of fares and issued refunds.
* Attended internal and external calls and emails regarding flights status
* Worked well to achieve targets and ensured that all queue and updates regularly checked.
* Monitored and communicated airline schedule changes and flight cancellations.

** Educational Qualification**

* **Diploma in Travel and Tourism**,

Syscoms Institute, Dubai

* **10th standard**

Board of Examination in Kerala

* **12th Standard**

Examination under the board of higher secondary

* **Currently Pursuing a Degree**

BBA in Business Mathematics, Kannur University, School of Distance Education, Kerala

** Computer and Equipment Skills**

* Ms Word and Excel.
* Skills in reservation software.
* CTRs and keyboard for passenger processing.
* Ticket and baggage tag printing equipment.
* Internet skills.

** Attended Training**

* Customer service Training (Dubai Metro, Serco)
* Airport Customer Service training (syscom institute, Dubai)
* Airline ticket reservation training (Sabre, Galileo, Amadeus etc.)
* Conflict management Training (Dubai Metro, Serco)

** Personal Details**

* Name = Akhil
* Nationality = Indian
* Sex = Male
* Marital Status = Single
* Date of Birth = 25/04/1990
* Age = 26
* Language known = English, Hindi, Malayalam, Tamil

**Passport Details**



* Date of Issue = 31/12/2009
* Date of Expire =30/12/2019
* Place of Issue = Kozhikode, India
* Visa Status = Residence Visa

**Declaration**

**I hereby certify that the above details are true and correct according to the best of my knowledge & experience. If I selected I assure that I would perform to the best of my abilities, early awaiting a positive response.**

**AKHIL**