# MOHAMMED

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###### Objective

Seeking a responsible and challenging position in an organization and looking forward to making a significant contribution in a company where I can effectively and dedicatedly apply my particular set of engineering,management skills and experience.

###### Experience

**Iam currently working in jet airways (I)Ltd.**

**Designation:** Customer Service Assistant (From July 2016 to At Present)

**Company:** Jet Airways (I)Ltd**.**

**Ref :** Sunder Rajan (Duty Manager)

**Primary Responsibilities:-**

* Providing efficient guest service and optimize revenue.
* Performing various customer service functions at the airport (check-in / boarding gate and ramp).
* Performing allocation assigned as per the roster.
* Checking status of all flights including catering uplift and adjust as required.
* Handling special situations and conditions.eg:Flight disruption / cancellation / overbooking.
* Carrying-out the upgrades according to the guidelines in respect of overbooking.
* Personally dealing with denied boarded and off- loaded guests, irate guests on exceptional basis.
* Ensuring safe / efficient operation of all activities at the Airport.
* Ensuring all ground handling activities are conducted as per Airline standards and policies.

###### Educational Qualifications

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| --- | --- | --- |
| Degree  | Institute | Year |
| Bachelor Of Aeronautical EngineeringQuality assurance and quality control | **Noorul Islam University, India****Decibel institute,india** | **2011-16****2015** |

###### Academic Projects Undertaken

1. TGA,NDT and GAIN determination of graphite filled epoxy glass fiber .

**Scope:**

* In the 21st century,high strength,light weght energy efficient materials have received extensive attention.
* Metal matrix composites due to their heterogeneous composition,provide unlimited possibilities of deriving any characteristic material behavior.

 2) Characteristics of tube hydroforming.

###### Skill Set

* Excellent communication and interpersonal skills.
* Work well with any environment and adopt accordingly.
* Positive attitude and ability to grasp quickly
* Ability to work effectively and independently.
* Ability to abstract ideas and to learn and develop new skills.

## Computer Knowledge

* Office Packages :Word, Excel, PowerPoint, Outlook, Internet and Email
* Windows™ :XP, 7, 8, 8.1

## Personal Details

Date of Birth: 23-05-1993

Marital Status: Single

Nationality: Indian

Languages: English, Malayalam, Tamil,Hindi,Arabic(basic)

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