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| Syed  [Syed.328146@2freemail.com](mailto:Syed.328146@2freemail.com) |  |

Qualifications Profile

Committed and customer oriented professional with a diversified work background and consistent commitment to client satisfaction.

* Skilled at ensuring all appropriate standards for safety and operations are implemented.
* Adept at working collaboratively within teams to identify problem areas, develop improvements, and establish a positive working environment.
* Excellent interpersonal skills required when working with the public and conducive to creating a positive customer experience.
* Expertise in the collecting of data from multiple sources for the generation of reports designed to inform decision making.

Professional Experience

Emirates Flight Catering Co., Dubai

**Senior Team Member (F&B Airport),** 12/2013− 06/2017

Operated as a member of the Emirates Airlines Lounge catering to First and Business class passengers traveling at Dubai International Airport. Collaborated closely with team members and ensured the delivery of excellent customer service. Ensured repeat business and returning clientele by providing top-class services and catering to the needs of our passengers. Generated daily, weekly, and monthly reports.

* + **Guaranteed adherence** to safety and service standards in alignment with ISO 9001:2008 requirements.
  + **Adherence** to food hygiene and safety in alignment with **HACCP.**

Shiram Transport Finance Co., Purnea, India

**Assistant Executive (Admin),** 8/2012− 7/2013

Verified and disbursed newly created login files (Commercial Vehicle Finance). Oversaw all front office services, including regular engagement with customers and management of administrative concerns. Generated daily TAS reports and compiled data for end-of-month reports. Disbursed TA, Commissions, and Incentives. Responsible for vehicle insurance claims, follow-ups on claims, and coordinating between a claimant and insurer.

Bajaj Capital ltd., Bhagalpur, India

**Personal Financial Planner (Sales),** 4/2010− 6/2011

Worked for promoting and convincing the walking customer and enhanced the sells volume, (i.e. Life Insurance, Mutual Funds, IPOs and Shares and so on), participated and promoted the new products launched as in showroom and as well as the direct road show in the market. Matched client needs with appropriate products and thereby achieved significant sales.

* + **Certified during this period** in sales etiquette and soft skills of enhanced customer service experience

Education & Certifications

**Graduate,** Commerce, 2012

Muslim Minority College (B.U) – Bhagalpur, Bihar, India

Diploma in Computer Application (MS Excel, Word, PowerPoint, English Typing 60-WPM)

Certification in Food Safety & Hygiene Standards as per (HACCP)

Certification in Airport Security Aviation and Airport Service Program

Certified by the IRDA as a Insurance Direct Broker

Trained in Soft skills – Enhanced customer service

* **Awarded najm award for best customer support & satisfaction**
* **awarded an ACE award for excellent customer service**

Personal Information

**nationality** – indian

**d.o.b/age** – march 14, 1990 / 27 years

**country of residence** – India

**Language known** – Fluent in Hindi & English