


CURRICULUM VITAE



FAZIL ABDUL AZEEZ

CUSTOMER SERVICE AGENT

CONTACT ME AT

 Cheeroth house, Adukkath post, Kuttiady via kozhikode kerala 673508

 fazilabdulazeez508@gmail.com

 live:.cid.c165853cee98565e








PERSONAL DETAILS

Father : Abdul Azeez
Date of Birth : 13 June 1997
Nationality : Indian
Marital status : Single
Passport No : R6172023

PERSONAL SKILL

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

AVIATION TRAININGS

-  AVES(aviation security awareness)
-  Customer service & Conflict resolution
-  IATA DGR-9
-  Health & Safety course
-  Passenger Handling Course
-  Dealing with special passengers & PRM
-  Swissport Data protection

LANGUAGE

- English
- Arabic
- Hindi
- Malayalam
- Tamil

PERSONAL PROFILE

I am an experienced customer service agent, who has the ability to deal with all customer related issues and work hard as a team

WORK EXPERIENCE

Customer service agent

Swissport international | Jan 2019 - Jan 2021

- Announced flight status updates and information about gate changes over PA system
- Instructed passengers on safety and emergency procedures and answered all passenger inquiries •Checked in luggage and confirmed all carry-on items met federal guidelines
- Escorted handicapped passengers from terminal to aircraft
- Monitored security and maintained operational protocols
- Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings
- Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills
- Communicated all emergencies, delays due to weather and carrier schedule changes to customers and supervisors

EDUCATIONAL HISTORY

B.Com

Anna-Malai university | 2017- 2019

Higher secondary education

JDT islam school| 2015 - 2016

SSLC/10th Grade

Ideal Public School| 2014

DECLARATION

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

Fazil Abdul Azeez