

SHANIYATH NISHMA

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Phone: +971 552697784 (UAE) | +91 9036773846 (India)

Location: Al Rashidiya, Dubai

Nationality: Indian

Date of Birth: 30/09/1996

Marital Status: Married

PROFESSIONAL SUMMARY

Results-oriented customer service professional with proven experience in hospitality and aviation services. Demonstrated expertise in delivering premium passenger assistance and maintaining seamless operations in fast-paced environments. Strong communication skills with multilingual proficiency. Committed to upholding brand standards and providing exceptional customer experiences while adapting to diverse operational demands.

KEY QUALIFICATIONS

- Fluent in both spoken and written English
- Multilingual proficiency: Hindi, Kannada, Malayalam
- High School Certificate (A Levels equivalent)
- Exceptional interpersonal and customer service capabilities
- Adaptable to shift-based work schedules in dynamic environments
- Professional appearance with adherence to uniform standards
- Proficient with Microsoft Office Suite (Word, Excel, Outlook)

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE AGENT

Transguard Group LLC, Dubai, UAE

July 2023 - Present

- Provide personalized assistance to First and Business Class passengers, elevating their travel experience

- Coordinate VIP escorts and facilitate efficient boarding processes and transfers
- Maintain exemplary grooming standards and strict adherence to uniform policies
- Demonstrate flexibility in a 24/7 operational environment while ensuring punctual attendance
- Utilize Microsoft applications for accurate daily reporting and internal communications

RECEPTIONIST

Akas-Inn Hotel Apartment, Al Barsha 1, Dubai

January 2023 - July 2023

- Facilitated seamless check-in/out procedures for international guests, ensuring customer satisfaction
- Managed reservation systems, responded to inquiries via multiple channels, and processed billing transactions
- Applied Microsoft Excel and Word to maintain updated guest records and reservation information
- Presented a professional and welcoming demeanor in a high-volume hospitality setting

SALES EXECUTIVE

Royal Enfield - Sharpline Motosport, Mangalore, India

March 2019 - February 2021

- Cultivated strong client relationships through effective communication strategies
- Addressed customer inquiries and resolved complaints with efficiency and empathy
- Consistently achieved monthly sales targets by identifying and addressing customer needs

EDUCATION

Bachelor of Business Administration

Mangalore University, India

Graduated: 2018

Higher Secondary Education

Government of Karnataka Secondary Examination, India

Completed: 2014

TECHNICAL SKILLS

- Customer relationship management
- Reservation and booking systems
- Microsoft Office Suite (Word, Excel, Outlook)
- Problem resolution and conflict management
- Time management and prioritization
- Cross-cultural communication

LANGUAGE PROFICIENCY

- English: Fluent (written and spoken)
- Hindi: Professional working proficiency
- Malayalam: Professional working proficiency
- Kannada: Native proficiency