



FAHIM FIROZ FADI

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SUMMARY

Enthusiastic and customer-focused individual with a passion for providing exceptional in-flight service and ensuring passenger safety. Trained in cabin crew responsibilities including safety procedures, emergency protocols, and customer service. Possesses excellent communication skills, a calm and professional demeanor, and a strong ability to work in a team-oriented and fast-paced environment. Dedicated to creating a comfortable and positive experience for passengers while upholding the highest standards of hospitality and safety.

EDUCATION

Krupanidhi Degree College
Bachelor of Computer Applications

Bengaluru, Karnataka
Aug. 2021 – Sep. 2024

MIC Higher Secondary School
science

Bengaluru, Karnataka
June 2019 – March 2021

EXPERIENCE

Dominos Pizza
Customer Service Representative

May 2022 – March 2025
Bengaluru, Karnataka

- Delivered exceptional customer service, handling in-person and phone orders with professionalism and accuracy in a fast-paced environment.
- **Order Management:** Processed and tracked hundreds of daily orders using proprietary POS systems, ensuring smooth workflow and timely delivery.
- **Conflict Resolution:** Addressed and resolved customer concerns effectively, consistently maintaining satisfaction scores above company benchmarks.
- **Team Collaboration & Support:** Coordinated with kitchen staff and delivery partners to streamline operations and avoid service delays.
- **Operational Contribution:** Maintained store cleanliness, restocked inventory, and supported training of new staff to enhance overall team performance.

SKILLS & COMPETENCIES

Customer Service: Professional communication, conflict resolution, guest satisfaction, complaint handling

Safety & Emergency Response: Basic first aid, safety protocols, evacuation assistance, calm crisis management

Communication Skills: Clear verbal interaction, multilingual abilities, active listening, tone modulation

Teamwork & Collaboration: Crew coordination, cross-functional support, shift teamwork, task sharing

Presentation & Grooming: Uniform standards, personal hygiene, posture control, brand representation

Adaptability & Professionalism: Quick learning, cultural sensitivity, punctuality, rule adherence