

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 <i>Bachelor of Computer Applications</i>	Bengaluru, Karnataka <i>Aug. 2021 – Sep. 2024</i>
MIC Higher Secondary School <i>science</i>	Bengaluru, Karnataka <i>June 2019 – March 2021</i>

EXPERIENCE

Dominos Pizza <i>Customer Service Representative</i>	May 2022 – March 2025 <i>Bengaluru, Karnataka</i>
<ul style="list-style-type: none">– 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.	

PROJECTS

EduManage <i>Python, Django, PostgreSQL, Docker</i>	July 2024
<ul style="list-style-type: none">– Developed and Deployed Scalable Web Application: Built an end-to-end web application using Django and PostgreSQL, enhancing data management and administrative efficiency for users.– Cross-Platform Deployment for High Availability: Implemented on an Ubuntu VPS with Gunicorn and Certbot for SSL, as well as Vercel using serverless functions, ensuring 99%+ uptime.– Optimized Database and Security: Designed efficient database schemas and deployed SSL encryption to secure user data, achieving a 30% improvement in query performance.– Collaborative Version Control: Leveraged GitHub for collaborative development, enhancing workflow efficiency and documentation for seamless project management.	

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