

# 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

<b>Krupanidhi Degree College</b> <i>Bachelor of Computer Applications</i>	<b>Bengaluru, Karnataka</b> <i>Aug. 2021 – Sep. 2024</i>
<b>Al Ameen PU College</b> <i>Science</i>	<b>Bengaluru, Karnataka</b> <i>June 2019 – March 2021</i>

## EXPERIENCE

<b>Dominos Pizza</b> <i>Customer Service Representative</i>	<b>May 2022 – March 2025</b> <i>Bengaluru, Karnataka</i>
<ul style="list-style-type: none"><li>– Delivered exceptional customer service, handling in-person and phone orders with professionalism and accuracy in a fast-paced environment.</li><li>– <b>Order Management:</b> Processed and tracked hundreds of daily orders using proprietary POS systems, ensuring smooth workflow and timely delivery.</li><li>– <b>Conflict Resolution:</b> Addressed and resolved customer concerns effectively, consistently maintaining satisfaction scores above company benchmarks.</li><li>– <b>Team Collaboration &amp; Support:</b> Coordinated with kitchen staff and delivery partners to streamline operations and avoid service delays.</li><li>– <b>Operational Contribution:</b> Maintained store cleanliness, restocked inventory, and supported training of new staff to enhance overall team performance.</li></ul>	

## SKILLS & COMPETENCIES

<b>Customer Service:</b> Professional communication, conflict resolution, guest satisfaction, complaint handling
<b>Safety &amp; Emergency Response:</b> Basic first aid, safety protocols, evacuation assistance, calm crisis management
<b>Communication Skills:</b> Clear verbal interaction, multilingual abilities, active listening, tone modulation
<b>Teamwork &amp; Collaboration:</b> Crew coordination, cross-functional support, shift teamwork, task sharing
<b>Presentation &amp; Grooming:</b> Uniform standards, personal hygiene, posture control, brand representation
<b>Adaptability &amp; Professionalism:</b> Quick learning, cultural sensitivity, punctuality, rule adherence

## LANGUAGES

<b>English</b>	- Fluent
<b>Hindi</b>	- Fluent
<b>Arabic</b>	- Conversational
<b>Malayalam</b>	- Native Speaker
<b>Tamil</b>	- Fluent
<b>Kannada</b>	- Fluent
<b>Telugu</b>	- Conversational
<b>Urdu</b>	- Fluent