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   **Bengaluru, Karnataka**
Bachelor of Computer Applications   *Aug. 2021 – Sep. 2024*

Al Ameen PU College   **Bengaluru, Karnataka**
Science   *June 2019 – March 2021*

EXPERIENCE

Dominos Pizza   **May 2022 – March 2025**
Customer Service Representative   *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.

PROJECTS

EduManage | *Python, Django, PostgreSQL, Docker*   **July 2024**
– **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

LANGUAGES

English- Fluent
Hindi- Fluent
Arabic- Conversational
Malayalam- Native Speaker
Tamil- Fluent
Kannada- Fluent
Telugu- Conversational
Urdu- Fluent