



# 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*

**Al Ameen PU College**  
*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

## LANGUAGES

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