



ABDULLA ASMIL

Guest-oriented & Reliable and Airport Customer Service Executive with extensive knowledge of airport procedures. Adept at customer service relations especially in fast-paced environments where efficient operations are essential to an airline's reputation. Proficient in effectively managing daily correspondences and operational tasks to exceed customers' expectations. Experienced with flight booking and problem solving. Seeking a position where my Customer service, accounting, and administrative experience will be further developed and utilized.

KEY SKILLS

Passenger Assistance	Customer Service	Telephone Reservations
Airport Security	Communication	Emergency Response
Complaint Resolution	Leadership Quality	Daily reports

EMPLOYMENT CHRONICLE

❖ **Airport Customer Service Executive** Feb 2022-Feb 2024
Dubai International Airport, UAE

- Building customer relationships by establishing rapport with new clients, generating reports, and maintaining professional interactions.
- Provided top-notch customer service by quickly responding to customer inquiries, complaints, and issues.
- Handling customer complaints and resolving issues.
- Ensuring compliance with airport policies and procedures related to customer service, safety, and security.
- Maintaining accurate records of customer interactions, feedback, and complaints, and reporting them to the relevant authorities.
- Providing guidance and assistance to passengers.
- Assisting with airport security procedures.
- Coordinate with other airport departments such as baggage handling, security, and ground handling to ensure smooth operations.
- Providing customers with technical support and customer satisfaction by ensuring that all questions and concerns are taken care of the first time they call in for assistance.

❖ **Laundry Coordinator** Oct 2019-Nov 2021
Inter-Continental Resort, Fujairah, UAE

- Wash, clean, dry, and fold numerous hotel linen and laundry items.
- Sort the laundry items according to material and color.
- Arrange clothes in the laundry room as per the specifications.
- Wrap the laundry items for pickup or delivery.
- Update the laundry list and record it on a daily basis.
- Maintain cleanliness in the laundry room.
- Assist fellow laundry attendants in loading and unloading laundry washers and dryers.
- Maintain inventory level which includes detergents, sewing machines, detergent cakes, and others. Keep it updated on a regular basis.
- Respond to customer complaints in a professional manner.

PERSONAL DETAILS

	+971 554137158
	abdullaasmil34@gmail.com

Address	Dubai, UAE
Nationality	Indian
D.O. B	09.03.1995
Marital Status	Married
Visa Status	Visit Visa
Gender	Male

ACADEMIC CREDENTIALS

2015	DIPLOMA IN AIRPORT MANAGEMENT AND HOSPITALITY ApTech Aviation and Hospitality Academy, India
2014	HIGHER SECONDARY Mangalore University, India
2011	HIGH SCHOOL Mangalore University, India

INTERNSHIP

- ❖ Completed Internship at Bangalore International Airport in 2015

TRAININGS ATTENDED

- ❖ Service Hospitality Conducted by Serco Middle East
❖ Customer Service Internship Conducted by Bangalore International Airport Limited, India

LANGUAGES KNOWN

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Tamil
- ❖ Kannada

ACHIEVEMENTS

- ❖ Colleague of the month
Intercontinental Resort January
2021 winner
- ❖ Colleague of the month
Intercontinental Resort August
2021 Nominee

SOFTWARE PROFICIENCY

- ❖ MS Office
- ❖ Data Entry

PASSPORT DETAILS

Passport No	N1435387
Date of Issue	04.08.2015
Date of Expiry	03.08.2025
Place of Issue	Kozhikode

❖ *Front Office Receptionist*

Tea Valley, Kerala, India

Mar 2016-Aug 2019

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

ABDULLA ASMIL