

Muhammed Raouf M
raoufm131@gmail.com
0524789299



SUMMARY

A competent candidate with excellent skills in customer handling and managing customer satisfaction. Serves customers with utmost importance and sincerity. Fast and effective handling of customer related issues and ensuring customer's satisfaction and concern at every level of service.

CAREER OBJECTIVE

I am looking for an organisation where I can learn and grow. I want to learn and apply the learning so that both mine and organisation growth can be noted. I look for organizations which are ready to grow and let me grow.

SKILLS

Outstanding customer service
Customer oriented service
Excellent communication and relationship building skills
Technical knowledge
Work with confidence and passion

EXPERIENCE

Jan-2018 - Mar-2018

Passenger Service Agent (PSA)

Globeground India (GSI)

Worked as passenger service agent at Goa international airport as a part of training program of Globeground India. During this time, learnt about the roles and responsibilities of a PSA which helped me to be more customer service oriented and to work relaxed under stressed situation.

Jun-2018 - Feb-2020

Receptionist

Masi Residency Kaloor

Worked as a receptionist and marketing person at Masi residency Kaloor, Cochin Kerala. Worked for the customers, effectively handled the customer complaints and concerns, made sure that customers get satisfactory services without any complaints. Helped in professional and personal growth

EDUCATION

Degree/Course	Institute/College	University/Board	Year of Passing
IATA/UFTAA Foundation With Galileo	Akbar academy of airline studies	Montreal, Canada	2017
BA SOCIOLOGY	Gems art's & Science College Ramapuram, Malappuram	Calicut University	2016

STRENGTHS

- * Confidence to achieve the goals*
- * Hard working*
- * Positive even at stressed situation*
- * Good communication and understanding*
- * Good decision maker and problem solver*

HOBBIES

Playing Football
Listening Music

PERSONAL DETAILS

<i>Address</i>	<i>Mannengal (H)</i> <i>Perinthalmanna, Kerala, 679323</i>
<i>Passport detail</i>	<i>R0173103</i>
<i>Date of Birth</i>	<i>19/06/1995</i>
<i>Gender</i>	<i>Male</i>
<i>Nationality</i>	<i>India</i>
<i>Marital Status</i>	<i>Single</i>
<i>Languages Known</i>	<i>English</i> <i>Hindi</i>

DECLARATION

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.

Muhammed Raouf M