

MUNEEB ALI KHAN

Gurugram 122003 | 918800168657 | Muneeba1ikhan947@gmail.com

SUMMARY

Being a committed team player, who wants to be a part of a renowned organization, to contribute towards the growth of the Organization, based on my expertise and to grow my personal abilities by learning from the new exposure within the structured framework of the organization.

SKILLS

- Meeting objectives
- Identifying problems
- Promoting solutions
- Well-developed and effective communication skills
- Customer Service

EXPERIENCE

11/2018 - 11/2023

Customer service executive

Air India Sats

- Managing Reservation and check-in counters
- Acceptance of the passenger with all the valid document of travel
- Assist passengers with travel related questions and screen boarding passes at the departure gate
- Lead and organize staff. monitor staff performance
- Rebooking and rerouting passengers due to multiple scenarios such as Overbooking,, flight disruption, Etc
- Being in the docs check team and keep getting updated for all the documents changes in day to day travel advisories.

EDUCATION AND TRAINING

11/2017

Bachelor of Arts

Techno Global University

LANGUAGES

English: C1

Advanced

Hindi: C2

Proficient

ACHIEVEMENTS

- 4 times employee of the month.
- Employee of the year for financial year 2022-2023