



MUFEEED UMMAR

Contact

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 **Email**
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 **Address**
Dubai, UAE

Language

- English
- Hindi
- Tamil
- Malayalam

Core

Qualification

- Computer proficiency
- MS Office
- Team Leadership
- Operating System
- Problem Solving
- Customer Service
- Team work
- Creative thinking
- Multitasking

Career Objective

To be a part a successful company where in my abilities can be used to my best, thereby giving me knowledge and experience. Looking for long-term association where individual skills, hard work, and honesty are recognized and conducive work culture is provided

Experience

March 2021- December 2021

Insurance Agent TATA AIA | India

- **Handling Policy Renewals**
- **Tracking Claims**
- **Increased client retention through loyalty rewards and incentivization programme.**
- **Analyzed customer needs and provided the best options, upselling products and services.**
- **Responded quickly to client requests with excellent systems knowledge.**
- **Maintained extensive knowledge of insurance products to provide detailed specifications to customers.**

January 2017- March 2021

Customer Service Executive SPICEJET AIRLINES | India

- **Customer service**
- **Handling of customers**
- **Access control of the aircraft**
- **Security of catering items from the pre-set stage till it is loaded in the aircraft**
- **Aircraft Guarding and patrolling**
- **Undertake surveillance at the checking area**
- **Secondary security checks at the ladder point**
- **Undertake Passengers baggage reconciliation/Passenger baggage identification**

Certifications

- Bureau of Civil aviation Security
-Avsec Certificate
-X-Ray Screening Certificate

- SpiceJet
-Dangerous Goods Regulations Certificate-
Approved by DGCA India
(Category 12)

Personal Profile

- Father Name :
Ummer Kutty
- Date Of Birth :
02/11/1993
- Marital Status :
Married
- Nationality : Indian
- Visa Status : Visit Visa

- Ensuring only security regulated baggage cargo and security cleared persons enter in to the aircraft
- Undertake pre-flight checks of aircraft as per checklist
- Screening of baggage and cargo
- Handling other airlines (Qatar airways , Etihad , Oman Air, Air Arabia)
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.

Education

- 2016
IATA| Airport Operations
IATA Training & Development Institute
- 2015
BSC| Airline Tourism& Hospitality Management
Punjab Technical University
- 2015
Diploma| Cabin crew Management
Bharat Sevak Samaj
- 2015
Advanced Diploma| Aviation Management
Airocis College Of Aviation And Management Studies
- 2015
Airline Ticketing| Galileo & Amadeus
Journeys World Academy
- 2015
Certificate in Airline Ticketing| Abacus
Journeys World Academy
- 2015
Basic Tour Operations| Galileo & Amadeus
Journeys World Academy
- 2012
Higher
Kaoser English School

Declaration

I would take this opportunity to thank you for going through my resume and would request you to consider me for the area suitable to my qualification in your prestigious organization. The information provided above is up to date and correct .

Place: Dubai

Mufeed Ummar