



SYEDA NIDA FARHAN

Professional Experience

DETAILS

Mail nidadfarhan56@gmail.com
 Mob +971-50-3885670
 D.O.B 15 Aug 1994
 Marital Status Married
 Country U.A.E

OBJECTIVES

Responsible for providing exceptional customer service while efficiently and accurately processing financial transactions. Handling various cash & non-cash transactions, assist customers with inquiries, promote company services, and ensure adherence to company policies and procedures.

SKILLS & ABILITIES

- ❖ Customer Service skills.
- ❖ Foreign currency handling.
- ❖ Compliance & procedure.
- ❖ Communication skills.
- ❖ Positive rapport building skills.
- ❖ Aptitude for selling.
- ❖ Highly adaptable,
- ❖ Positive, Resilient & patient.
- ❖ Multi Tasking.
- ❖ Time Management.
- ❖ Leadership skills.
- ❖ Reservation Management.
- ❖ Accountability Skills.
- ❖ Cash Handling Skills.
- ❖ Details Oriented.
- ❖ Numerical skills

SOFTWARE

Zapways Software



Airblue Airline Pvt Ltd

May 2021-Jun 2023

It is Pakistan's second largest airline with a growing share of the domestic market. Airblue's fleet consists of next-generation Airbus A320 and A321 aircrafts. Airblue operates scheduled flights linking domestic destinations Islamabad, Lahore, Karachi, Peshawar, Quetta and Multan with international destinations of UAE airports Dubai, Sharjah, Abu Dhabi, and Ras al Khaimah, and KSA airports of Jeddah and Riyadh

Travel Counselor/Executive:(Allama Iqbal International Airport, Lahore)

- ❖ Greet customers in a friendly and professional manner, identify their needs, and provide assistance accordingly.
- ❖ Count cash, verify signatures, and ensure proper documentation for each transaction.
- ❖ Mitigated financial discrepancies, accurately collecting customer fees, managing refunds and providing accurate travel documentation.
- ❖ Responded immediately to customer questions, issues and complaints and found effective solutions when required.
- ❖ Accept different currency for issuance the ticket as per currency rate.
- ❖ Balanced and reconciled cash drawer at end of the shift.
- ❖ Daily adjustment entries for payments.
- ❖ Arrange cash slips for Banking for daily cash.
- ❖ Release and close of petty cash received for all departments
- ❖ Operated register, handled cash and processed credit card transactions
- ❖ Ticketing & re-ticketing as per passenger convenient.
- ❖ Aggressive passengers handling during flight delays and cancellations.
- ❖ Visa Verification for passengers via apps.
- ❖ Re-accommodations for tickets (DNB, denied due to over booking).
- ❖ Issuance of weekly allowances to cabin crew & cockpit.
- ❖ Record maintaining with proper filing of sale department.
- ❖ Coordinate with (CRC) Central reservation center for employees discounted ticket.
- ❖ Change ticket for canceled flight.

TRAININGS & CERTIFICATES

Trainings & Certificates	Country	Year
Dangerous Goods Regulations (DGR)	LHR, Pakistan	Jun-21
Policy & procedure	LHR, Pakistan	Jun-21
Customer service basic	LHR, Pakistan	Jul-21

EDUCATION

MASTERS IN ARTS

2020-2022

University of Punjab, Pakistan.

BACHLORE OF ARTS

2017-2019

University of Punjab, Pakistan.

BACHLORE OF ARTS

2017-2019

Allama Iqbal Open University, Lahore Pakistan.

- ❖ References and documents will be submitted on demand