



SAYED IRFAN

Customer Service Representative

Highly skilled,detail oriented professional with persuasive customer service and clerical tasks competencies with a problem solving attitude. Extensive communication abilities, including interpersonal, professional, written, and oral, which helps me in conveying information clearly and concisely to build meaningful relationships with customers.

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📍 Sharjah, UAE

WORK EXPERIENCE

Ticketing

Roxy DTP & Online Services

02/2023 - Present

Achievements/Tasks

- Processed various online services and passport applications for customers.

Assistant Manager

Femi Travel and Tours

02/2016 - 09/2019

Malappuram

Achievements/Tasks

- Processed and managed ticket sales and reservations for various transporation modes.
- Provided excellent customer service ,addressing inquiries and resolving issues to ensure a positive travel experience.
- Exhibits polite and professional communication via phone,e mail and social media.
- Supports team by performing tasks related to organisation and strong communication.
- Developed and implemented marketing strategies to promote travel services and generate leads.

Sales supervisor

Color Balloon,kids store

10/2013 - 02/2016

Malappuram

Achievements/Tasks

- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- inventory stocks and reorder when necessary.
- Coach,counsel,train and discipline employees

EDUCATION

IATA/UFTAA Travel and tourism

Akbar Academy of airline studies

02/2014 - 09/2014

BBA in Airline and Airport Management

Bharatiyar University

05/2014 - 05/2017

Higher Secondary

Kerala HSE Board

05/2011 - 05/2013

SKILLS

Customer service skills

Communication

Attention to detail

Time Management

Interpersonal skills

Adaptability

PERSONAL PROJECTS

UPSC IAS Coaching

- A Civil service aspirant, and took part in IAS (Indian Administrative Service) coaching and exam preparations at Rau's IAS Study circle,Jaipur,Rajasthan.

CERTIFICATES

IATA/UFTAA Consultant (03/2014 - 09/2014)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Professional Working Proficiency

INTERESTS & HOBBIES

Music

Photography

Movies

Travel

Cricket

Adventures

PERSONAL INFO

Date of birth : 17/12/1995

Nationality : Indian

Passport no : W3569822

Marital Status : Unmarried