Contact

Phone
+971506355206

Email
thalseehroshan10@gmail.com

Address
Al karama, dubai, uae

Education

2023
Bachelor of business administration
Bengaluru north university

2023
Aviation (passenger ground service)
IATA

2020
Computer commerce
Kerala state board

Skills

▫ Customer service
▫ Leadership
▫ Self discipline
▫ Adaptability
▫ Communication
▫ Problem solving

Language

▫ English
▫ Hindi
▫ Arabic
▫ Malayalam

Personal details

▫ Date of Birth : 28/05/2001
▫ Marital Status : Single
▫ Nationality : Indian
▫ Passport : X6132982
▫ Gender : Male

THALSEEH ROSHAN
Customer Service / Teller

Motivated Customer Coordinator with a proven track record of enhancing customer satisfaction, optimizing support processes, and cultivating strong, positive relationships. Passionate about delivering exceptional service and dedicated to creating a seamless customer experience. Seeking to contribute to a forward-thinking team by utilizing my strong communication skills, analytical problem-solving abilities, and proactive mindset to efficiently address and resolve customer issues while fostering a culture of cooperation and continuous improvement.

Experience

2023 - 2024
Bird worldwide Flight Service
Customer Service Executive (GULF AIR)

Duties and responsibilities

➢ responsible for collecting payments for ticket upgrades and excess baggage charges, managing payments for lounge access upgrades,and ensuring all transactions are properly documented and systematically filed for accurate record-keeping.

➢ Review travel documents for irregularities before passenger acceptance. Coordinate preflight immigration processes to ensure on time departures. Arrange crew and flight hotel reservations,including wake-up calls.

➢ Provide specialized support to passengers with special needs, including unaccompanied minors,elderly passengers and those requiring wheelchair assistance, while ensuring compliance with safety and regulatory standards.

➢ Ensure accurate cash record-keeping by logging each transaction with details, securing receipts, and reconciling balances regularly.

Software applications

➢ MS office
➢SABRE - Aviation based software system

Trainings

➢ Ramp Safety Management.
➢ Dangerous Goods for Passenger Handling.
➢ Basic Airport Handling.

Declaration

I hereby certify that the information provided above is true and accurate to the best of my knowledge and belief.