



# MUHAMMED FAIZ

CUSTOMER SERVICE

## CONTACT

+97335388679

Muhammedfaiz9656@gmail.com

Bahrain

## PERSONAL DATA

NATIONALITY : INDIAN  
GENDER : MALE  
MARITAL STATUS : MARRIED  
VISA STATUS : visit visa

## ADDITIONAL SKILLS

- Inventory Management.
- Quick problem-solving skills.
- Time management abilities.
- Organized and efficient
- Committed team player
- Multitasking
- Interpersonal skills

## EDUCATION

- B.com Graduated

## LANGUAGES

- English
- Hindi
- Malayalam(mother tongu)

## CARRER OBJECTIVE

Seeking a growth-oriented career by working with a system-oriented organization to utilize my knowledge and skills for the benefit of the organization with opportunity for personal advancement.

## WORK EXPERIENCE IN UAE

- MILLENIUUM AND COPTHORNE AIRPORT FROM 2019-2024  
HOTEL, DUBAI  
GUEST SERVICE AGENT,
- MILLENIUUM AND COPTHORNE AIRPORT FROM 2017-2019  
HOTEL, DUBAI  
DATA ENTRY CLERK,

## SKILLS

- Excellent communication and presentation skills
- Resourcefulness.
- Patience.
- Track record of over-achieving quotation.
- Strong phone contact handling skills and active listening.
- Excellent management skills.
- Committed team player.

## ROLES AND RESPONSIBILITIES

- Handling all guest inquiries and requests in a professional and courteous.
- Accountable for accurately recording customer transactions in the necessary systems.
- Handling guest check-ins and check-outs
- Recognize the customer's circumstance and offer the best remedy
- Ensure that all guests have a positive experience at the hotel Professionally respond to customer complaints.
- Providing services and remedies that will improve client satisfaction
- Following communication procedures, guidelines and policies.
- Taking extra mile to engage customers.

## OBJECTIVE

To add value by being a productive wor ker of a company that is responsible, efficient and seeks high standards.To further develop my leadership skills and team-working.To work in an international environment and learn new skills.

## DECLARATION

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.