MOHAMMED SHAMNAZ T S

EXECUTIVE

Around 5 years of experience in Customer Service. Demonstrated track of record of completing projects on time within the budget limits.

shamnaz.sam@gmail.com  +917847088805  CHITRADURGA, INDIA

**WORK EXPERIENCE**

**PASSENGER SERVICE EXECUTIVE** CELEBINAS AIRPORT SERVICES PVT LTD

*09/2018 - 07/2020*, *MUMBAI Achievements/Tasks*

Overlooking the day to day operations of the units at the assigned station.



To ensure the safety and comfort of Airline Passenger and Crew members.



To Provide Excellent Guest Service.



Handling of Checkin process and Boarding hall. Doing Meet and Assist For VVIP’s, VIP’s, CIP etc



**PITSTOP EXECUTIVE**

RIVIGO SERVICES INDIA PVT LTD

*11/2016 - 07/2017*, *BENGALURU Achievements/Tasks*

Handling the Major Clients (Amazon, FlipKart, E-com Express, ITC, Myntra, Spotron , Blue Dart ,Urban Ladder )



Bill Submission & Payment Follow up



Timely dispatch of Pod’s to billing department, so that timely bills could be generated.



Ensuring timely delivery of consignments



Coordinating pick-ups from various locations Route management through coordination with the branches



**SKILLS**



\* Assertive \* Confident and flexible



\* Ability to work in team \* Quick learner



* Good Problem solving and decision making
* Good Communication Skills.



**ACHIEVEMENTS**

Certificate of Appreciation in Recognition of the eﬀorts provided to passengers on Fly Dubai Flight.

Certificate of Appreciation in Recognition in handling Fly Dubai Flights with nil complaints and excellent services provided in the month of January 2020.

**PERSONAL PROJECTS**

Completed a project on “A SEAMLESS MODE TRANSFER MPPT CHARGE CONTROLLER FOR THERMOELECTRIC GENERATOR APPLICATIONS (TEG)”.

Designed a system by which electricity can be generated using sources such as sun light, even body heat etc..



**CUSTOMER SUPPORT EXECUTIVE** RF TECHNOLOGIES PVT LTD

*08/2014 - 10/2016*, *INDIA Achievements/Tasks*

Directing calls to appropriate individuals and department.



Answering Customer questions about product availability and shipments.



Politely assisted customers in person and via telephone · To ensure the individual target is achieved .



**CERTIFICATES**

DIPLOMA IN AIRPORT GROUND HANDLING

*FROM MAHARASHTRA AVIATION ACADEMY AND HOSPITALITY MANAGEMENT*

DIPLOMA IN COMPUTER APPLICATION

*SECURED A PERFORMANCE GRADE OF "A" IN THE COURSE*

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| --- | --- | --- | --- | --- | --- |
| **EDUCATION** | | **LANGUAGES** | |  |  |
|  |  |  |  |
| ENGLISH | | HINDI |  |
|  |  |  |
| **BACHELOR OF ENGINEERING** | |  |
| *Full Professional Proficiency* | | *Full Professional Proficiency* |  |
| SJMIT | | MALAYALAM | | KANNADA |  |
| *INDIA* | |  |
| *Full Professional Proficiency* | | *Full Professional Proficiency* |  |
| *Courses* | |  |
|  |  |  |  |

ECE

