



# Mohammed Nadeem Shaikh

Customer Service

## Profile Summary

In summary, my seven years of customer service experience across the airlines, airport, and banking sectors have equipped me with a versatile skill set, making me a valuable asset in any customer-facing role. I am dedicated to exceeding customer expectations, maintaining compliance with industry regulations, and contributing to the success of the organizations I serve.

## Work Experience

### Customer Service Representative

 Concentrix

 2023 – 2023

 India

Working at the Air India Contact Centre is a dynamic and customer-centric role that involves providing essential support and assistance to passengers, enhancing their overall travel experience. As a Contact Centre Agent, your primary responsibilities include:

**Customer Assistance:** You will be the first point of contact for passengers seeking information, making reservations, or addressing concerns. Your role is to provide accurate and timely assistance, ensuring passengers have a seamless experience.

**Reservation and Ticketing:** Processing flight reservations, ticket changes, and cancellations is a crucial aspect of the job. Agents need to be well-versed in Air India's booking systems and policies.

**Flight Information:** Providing passengers with up-to-date information on flight schedules, delays, baggage policies, and check-in procedures is essential to keep passengers informed and satisfied.

**Problem Resolution:** Handling customer complaints, issues, and inquiries efficiently and professionally. This may involve resolving booking discrepancies, rebooking passengers, or addressing baggage concerns.

**Sales and Promotions:** Promoting Air India's services, including special deals, upgrades, and loyalty programs, to maximize revenue and enhance the customer's experience.

**Multitasking:** Managing multiple customer interactions simultaneously through phone, email, or chat, while maintaining a high level of accuracy and customer satisfaction.

**Compliance:** Adhering to airline and industry regulations, including security protocols and data protection standards, to ensure a safe and secure travel environment.

**Communication Skills:** Effective verbal and written communication is crucial, as you'll interact with passengers from diverse backgrounds and cultures.

**Continuous Learning:** Staying updated on Air India's services, policies, and industry trends to



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## Customer Service Supervisor

 Mekdam Technical Services

 2022 – 2023

 Qatar

Supervise and lead a team of customer service representatives, ensuring they are properly trained, motivated, and equipped to provide excellent customer service to passengers, guests, and other stakeholders

Oversee passenger assistance services, ensuring that passengers with special needs, such as those with disabilities or unaccompanied minors, receive appropriate assistance and support throughout their travel experience.

Monitor and manage queues at check-in counters, security checkpoints, boarding gates, and other service points to minimize passenger wait times.

Monitor terminal areas to ensure cleanliness, functionality, and safety for passengers and visitors.

Coordinate with other departments (security, maintenance, operations) to address any issues affecting passenger experience or safety.

Implement and manage queueing systems to minimize waiting times and congestion at check-in counters, security checkpoints, and boarding gates.

Monitor lines and allocate resources as needed to maintain efficient passenger flow.

Act as a point of contact and coordination during emergency situations, working closely with airport authorities and relevant stakeholders to manage passenger and staff safety.

## Assistant Manager

 ICICI Bank

 2021 – 2023

 India

Supervise and lead a team of overdraft specialists or analysts.

Set performance goals for the team and individual team members.

Analyze customer accounts to determine eligibility for overdraft privileges..

Review and approve/deny overdraft requests based on established policies and guidelines..

Monitor overdraft limits and ensure they align with bank policies. I

Ensure that all overdraft practices adhere to relevant banking regulations and industry standards.

Stay updated on changes in regulations that impact overdraft policies and practices.

## Passenger Service Agent

 Celebi Nas Airport Services India  
Pvt Ltd

 2016 – 2023

 India

### DEPARTURE

Checking Customer Tickets, passport details and other documents while checking at the counter.

Provide luggage labels and check a Customer's baggage according to airline specifications.

Ensure Customers that luggage does not exceed a certain size, number or weight and processes additional charges when necessary.

Providing baggage claim tags and boarding pass after checking.



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Coordinating the boarding of Customers onto aircraft, as well as deplaning.

## ARRIVAL

Advance Knowledge of World Tracer and Amadeus Reservation.

Advance Knowledge of Baggage Handling Services

Raise property irregularity report in world tracer if Customer bags are not arrived on flight.

Raise case if any damaged happen to Customer luggage damaged report to be raised.

Assisting Customers with all enquirers, including lost and delayed baggage.

Assisting Customers to go to arrival hall to collect luggage.

Assisting disabled Customers or those travelling with infant, wheelchair, meet and assist Customers etc.

Assisting Customers with all enquiries, including lost and delayed baggage.

Maintaining records of all Customers bags is arrived on flight or not

## Educational Qualifications

### Bachelors

 Ramanand Arya D.A.V College  2010 – 2013  India

### Secondary Schooling

 Ramanand Arya D.A.V College  2008 – 2010  India

### Secondary Schooling

 St Joseph's High School  1996 – 2008  India

## Skills

- Airline
- Customer Service

## Personal Information

First Name: Mohammed Nadeem

Last Name: Shaikh

Nationality: Indian

Current Location: India

City: Mumbai

Birth Date: 03-11-1991

Gender: Male

Marital Status: Single

Visa Status: NA

Religion: Islam

Specialization: Customer Service

## Languages



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• English

Speak Read Write Translate

• Hindi

Speak Read Write Translate