

MOHOMMED ZELZABEEL

Airport Operations and Guest Experience

CONTACT

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EDUCATION

2014 - 2017

**BACHELOR'S DEGREE IN
BUSINESS ADMINISTRATION | BBA**

Pondicherry University

2017 - 2018

**FOUNDATION COURSE IN
TRAVEL AND TOURISM**

IATA/ UFTAA

SKILLS

- ▶ Customer Management
- ▶ Time Management
- ▶ Team Management
- ▶ Problem Solving
- ▶ Active Listener
- ▶ Critical Thinking

PROFILE SUMMARY

In today's customer service-oriented society, timely, friendly, Proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting the valued customers. My experience in the aviation industry has taught me how to meet and exceed each customer's expectations with service that sells.

WORK EXPERIENCE

CUSTOMER SERVICES AGENT - AIRPORT OPERATIONS

Emirates Group | dnata Dubai, UAE(Part time)

July 2023 – Feb 2024

- ▶ Providing face-to-face service to passengers and addressing their various needs. This includes answering questions and providing information on a wide range of airline and/or airport-related topics, such as connecting flight details and directions.
Check-in- DCS ALTEA, AS CONNECT; GoNow
- ▶ Offering proactive assistance to passengers before check-in, including managing queues, removing old baggage tags, assisting denied boarding passengers, accommodating staff passengers, aiding families, identifying individuals with special needs, and assisting code share passengers. This ensures they are directed to the appropriate check-in counters and efficiently processed. Additionally, verifying passengers' identification, including passport validity and relevant visas depending on their destination (based on Timatics).
- ▶ **Boarding:**
Initiating boarding procedures at the gates, adhering to established boarding priorities, conducting stub counts, making announcements, overseeing hand baggage removal, reconciling flight coupons, and confirming head-counts to facilitate a safe and punctual departure of flights. Additionally, cross-checking passenger information.

LOUNGES AND PREMIUM OPERATIONS- DCS ALTEA

Qatar Airways | Doha, Qatar

Dec 2021 - May2023

- ▶ Assisting customers before and after a flight.
- ▶ Assessing documents quickly, respond to inquiries and complaints, and remaining calm under pressure.
- ▶ Accepting customers in lounge as per ticket entitlements.
- ▶ Checking ancillary services and accepting customers according to that into respective lounges.
- ▶ Checking fare basis for FOC tickets and making sure that those for ticketed customers using only dedicated lounges.
- ▶ Identifying staff travel that comes under Grade 10-Grade 13 and accepting those customers in to dedicated lounges.
- ▶ Making necessary arrangements for the movements like VVIP, CCIP, MAAS, DOHDP to give them a hassle-free travel experience.
- ▶ Making sure all the customers entering the lounge are leaving happily through their journey. Always in adhere with the SOP s and giving hand over Gate no show customers to transfer desk if it's no show from the lounge and ensure every customer receiving a hassle-free travel experience.

MOHOMMED ZELZABEEL

Airport Operations and Guest Experience

CERTIFICATES

- ▶ IATA
- ▶ Hazard Awareness and Reporting
- ▶ Amadeus Familiarization Reservation
- ▶ Course on ARDW
- ▶ Airside Safety Awareness Training
- ▶ Amadeus Familiarization Ticketing Course on ARDW
- ▶ Fire Safety Awareness in Accommodation
- ▶ Handling Customers with Disabilities
- ▶ Cybersecurity Awareness
- ▶ Aircraft Cyber Security Awareness
- ▶ Data Protection and Privacy Awareness
- ▶ Station Emergency Planning
- ▶ Fraud Risk Awareness
- ▶ QR Group Occupational Health and Safety Induction
- ▶ Aviation Security Threat Receipt

LANGUAGES

- ▶ **English**
● ● ● ● ● ○
- ▶ **Hindi**
● ● ● ● ● ○
- ▶ **Malayalam**
● ● ● ● ● ●
- ▶ **Arabic**
● ● ● ○ ○

* [Reference Available Upon Request Visa](#)

[status- Visit Visa](#)

[Location- Dubai](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Transguard Group | Etihad Airways | Abu Dhabi, UAE

Mar 2021 - Sep 2021

- ▶ Deals with their different needs. You will answer questions and offer information covering a wide variety of airline and/or airport related topics such as connecting flight information and direction assistance.
- ▶ Handling OOG (Out of gauge) that is oversized baggage's.
- ▶ Medical and INAD (Inadmissible Passenger):- You will assist in the arrangements for special handling customers requiring medical attention and INAD cases in compliance with and local government's policies and procedures.
- ▶ Premium Operation and VIP:- You will provide assistance and face-to-face customer services in Premium Check-in counters, Premium Transit areas, Premium Boarding gates and VIP Operations.

PASSENGER SERVICE EXECUTIVE- DCS ALTEA

Bird Worldwide Flight Services | Air France
&KLM Mumbai, India

Feb 2019 - Jan 2020

- ▶ To provide better customer service support and Greeting passengers and providing all manner of information.
- ▶ Assisting customers before and after a flight.
- ▶ Assessing documents quickly, respond to inquiries and complaints, and remaining calm under pressure.
- ▶ Check-in passengers, provide labels for luggage and check a passengers ' baggage according to the airline Specifications and weighing luggage and charging the passenger extra if the luggage is overweight. Handling OOG (out of gauge) that is oversized baggage's. Preparing Work related documents that is for Pre-flight and Post- flight.
 - Checking passenger departure documentation.
 - Help escort and board passengers with special needs, such as those in wheelchairs, or small children's traveling alone.
 - Giving assistance for passengers such as lost luggage and creating PIR for the lost luggage.