
ABDUL SAMEER KHAN

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Date of Birth: 29/04/2001 ♦ **Nationality:** Indian
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PROFESSIONAL SUMMARY

Experienced in Business Process Associate with over 2years 6 months of experience in Aviation Industry. Excellent reputation for resolving problems and improving customer satisfaction. Dedicated in Airline Industry professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

WORK HISTORY

Business Process Outsourcing, 05/2019 – 10/2021

Interglobe Aviation – Chennai, India

- Assisting customers as per their itinerary like making strategic decision for passengers of Indigo Airlines.
- Rescheduling bookings and cancellations and handling escalations of passengers in tough situations like irregular operations of Indigo flights.
- Managing most of Indigo passengers over telephonic process in pandemic times of covid-19 where flight operations shut down for couple of months.
- Managed over 80 to 100 customer calls per day.
- Managed escalating customers and provided more CSAT to company.

Counter Cashier and Chef, 05/2023 – Current

Hasty Tasty Pizza – Blackburn, ABD

- Maintained excellent client satisfaction by providing professional, courteous customer service.
- Delivered outstanding customer care with proactive sales and listening skills.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Educated customers on promotions, offers and special events to enhance product sales.
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SKILLS

- Communication Skills
- Customer service
- Leadership Skills
- Empathy
- Some technical skills like Excel sheets and Project and Power point
- Arena
- Process improvements

EDUCATION

MBA: Business Administration, 01/2022

University of Central Lancashire - Preston, LAN

Pursuing Master's of Business Administration in University of central Lancashire.

Bachelor of Business Administration: Business , 10/2021

Sanjeeva Institute of Planning and Management - Kakinada

Diploma in Aviation, Hospitality and Tourism: Aviation, 04/2018

