



FARSANA SALIM

CONTACT

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- Kerala, India

EDUCATION

- MBA (AWAITING RESULT)**
Ilahia College Of Engineering And Technology - 2022
- BBA WITH IATA**
Vision School of Aviation - 2016-2019
Marks Obtained 52%
- HIGHER SECONDARY**
St. Ignatious H.S.S - 2016
Marks Obtained 69%
- S.S.L.C**
K.M.J Public School - 2014
Marks Obtained 74%

COMPUTER PROFICIENCY

- Computer knowledge
- Well versed in Internet

CAREER ABRIDGMENT

To be associated with a progressive organization that helps me to grow professionally and personally to take up more responsible positions in future

PROFILE SUMMARY

- Technologically savvy and goal oriented Individual, driven and motivated to help organization thrive
- Experienced in computers and database management with strong reading comprehension and writing skills
- A dedicated leader with the ability to lead effective teams in attaining profit improvement
- Articulate and proactive, combines a confident and positive approach with excellent interpersonal skills, able to communicate concisely at all levels.

WORK EXPERIENCE

CUSTOMER RELATIONSHIP EXECUTIVE

COCHIN INTERNATIONAL AIRPORT

08/2019 to 03/2020

- Greeting and assisting passengers with flight information, ticketing, and baggage handling.
- Responding to passenger inquiries and resolving any issues or complaints they may have.
- Maintaining updated information on flight schedules, gate assignments, and baggage handling procedures.
- Ensuring the airport terminal is well-maintained and providing a clean and safe environment for passengers.
- Monitoring security procedures and working with security personnel to maintain high levels of safety and security for passengers and airport staff.
- Communicating with airlines and other airport departments to resolve issues and coordinate services
- Keeping accurate records of passenger complaints, incidents, and security incidents.

PERSONAL STRENGTHS

COMMUNICATION :-

Interpersonal skills – verbal, problem solving and listening skills in any administrative role.

SERVICE :-

Having a customer focused approach
Skills include Patience, Attentiveness and a positive language

ORGANIZATION :-

Helping others, organizing a to-do list.
Prioritizing tasks by the deadline for improving time -management.

MANAGEMENT :-

Management skills to direct others and review others performance

PERSONAL DETAILS

Nationality : Indian
Date of Birth : 12/04/1998
Gender : Female
Marital Status : Married
Passport No : T5007411

PROFESSIONAL STRENGTHS

- Database management
- Critical thinking and decision making
- Leadership skills
- Administrative support
- Customer service
- Risk Management

LANGUAGES KNOWN

- English
- Hindi
- Tamil
- Malayalam