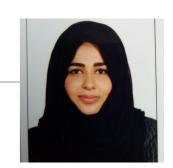
Thanzi Nazer

Cell: 7012338197

Email: thanzinazer14@gmail.com

Enthusiastic customer service professional with 1 years of experience working as a liaison between customers. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for the effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization.



Qualifications

Speedwings Aviation institute

DEGREE: Diploma in Airline and Airport management

DURATION: 6/2018 - 5/2019

Maharajas college ernakulam

DEGREE: Bachelor in Economics **DURATION:** 6/2014 - 5/2017

Gujarathi vidhyalaya mattacherry

DEGREE: Higher secondary in Commerce

DURATION: 7/2012 - 4/2014

Skills

Technical Skills

- · Communication skill
- Adaptability
- · Problem solving
- Perseverance

Experience

Associate in Customer service

1/2022 - Present

- Company Name: Sutherland global services
- Description: Proven experience providing customer support in busy call center
 environments for Technical assistance. An unwavering commitment to customer
 service, with the ability to build productive relationships, resolve complex issues
 and win customer loyalty. Strategic-relationship and partnership-building skills—
 listen attentively, solve problems creatively and use tact and diplomacy to achieve
 win-win outcomes.

- Speedwings aviation academy
- Successfully completed my Diploma in Airline and Airport management with DGR
 It consists of mainly these certifications *Foundation in Travel and tourism *Air
 cargo rating *Operations and Ground handling agents staff accepting Dangerous
 goods (DGR) *AMADEUS *Travelport (Galilieo) Automated course *Airport
 falicitation

Interests

- Reading
- Dancing

Singing

Personal Information • Father Name:

Nazer

• Date Of Birth:

14/2/1996

• Nationality:

Indian

• Religion:

Muslim

References

• Mohd. . Ashraf - Qatar Airways

Rtd. Qatar Airways manager

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