

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.

Achievements

Professional qualification

5/2019

- 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 (Galileo) Automated course *Airport falcitation

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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