



Shehin S

GUEST RELATION OFFICER

shehin3005@gmail.com

7994571949

Safarland , Near CSI hospital, Kazhakuttom,
Thiruvananthapuram, India

30 May, 1997

Business Graduate looking for a professional work environment at your company. I plan to use my Experience and communication skills to drive more leads and contribute to the growth of the company.

WORK EXPERIENCE

GUEST RELATION OFFICER

AJ Hospital

05/2021 - Present

Thiruvananthapuram, India

Responsibilities

- Addressing and escalating customer complaints
- Dealing with medico -legal cases
- Proper resolution through coordination with various departments head
- Public Relation

SALES MERCHANDISOR

Universal Islamic Meat

2020 - 2021

Dubai, UAE

Responsibilities

- Track inventory levels, report any issues or shortages to management
- Meeting with suppliers and managing the distribution of stock

FRONT OFFICE EXECUTIVE

Hotel AL-SAJ

2016 - 2017

Thiruvananthapuram, india

PART TIME JOB

Responsibilities

- Meeting the customers and Guiding them into appropriate section
- Providing information about facilities, programs and other services

EDUCATION

BBA in Airline and Airport Management

Regional Institute of Aviation

2021

Thiruvananthapuram, india

Bachelor of Diploma in Aviation

Asian Aviation college of management and science

2016 - 2018

Thiruvananthapuram, india

Higher Secondary

Santhigiri Vidhyabhavan

2014 - 2016

Thiruvananthapuram, India

SKILLS

Communication skills

Management skills

Reasoning skills

Leadership skills

Adaptability

Time management

Decision making

Problem solving

Critical thinking

Negotiation skills

CERTIFICATES

IATA in Premium Customer Service

Cambridge Business English Certificate

Certified Front Office assistant(FOA) from Central Government, India

ACHIEVEMENTS

Participated in trainees led conference as part of the training of Asian Airline Academy

Short term working experience with Event Management programs

Worked as advertiser, Leading programs, Marketing etc.

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

Arabic

Elementary Proficiency

INTERESTS

Football

Travel

Music

Books

Badminton