

EJAS MUHAMMED

CUSTOMER SERVICE & SALES ASSOCIATE



CONTACT

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Dubai, UAE

SKILLS

- Customer Service
- Complaint Handling
- Relationship Building
- Teamwork and Coordination
- Email and Call Management
- Sales & Marketing Coordination

LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Fluent)
- Arabic (Intermediate)

ACHIEVEMENTS

- Best Customer Service Award. Recognizing exceptional customer service and satisfaction. Casino Air Caterers & Flight Services
- Certified the best employed from Ibis Hotel



PROFILE

Motivated and service-oriented professional with over 3 years of experience in hospitality, guest relations, and front office operations. Skilled in communication, customer service, and sales support, with a proven ability to handle guest inquiries and promote services effectively. Eager to contribute to customer satisfaction and business growth as a Customer Service & Sales Associate, through professionalism, teamwork, and a positive attitude.



WORK EXPERIENCE

Front Office Associate

Fortis Hotel – Fujairah, United Arab Emirates

- Managed guest check-ins, check-outs, and ensured smooth daily front office operations
- Supported room and service sales by promoting hotel offers, upgrades, and packages to guests.
- Prepared daily reports and helped check all transactions during night audit.
- Assisted the sales and marketing team by preparing daily call sheets, tracking potential leads, and maintaining communication records.
- Maintained records and reports carefully for management review

Guest Service Agent / Team Leader

Kochi International Airport, India

- Managed lounge operations and ensured a smooth guest experience at the airport lounge.
- Welcomed passengers, assisted with check-in, and guided them through lounge services.
- Handled guest requests, complaints, and special assistance needs with care and professionalism.
- Coordinated with airline staff, security, and housekeeping to maintain high service standards.
- Monitored team performance and supported junior staff during busy hours.
- Maintained cleanliness, comfort, and readiness of the lounge area for VIP and business-class guests.

Front Office Intern

Ibis Hotel

- Learned the basics of hotel management, guest handling, and communication.
- Assisted the front office team with guest check-ins, check-outs, and daily operations.
- Supported the reservations and reception team with guest inquiries and requests.

EDUCATION

B.Sc. in Hospitality & Hotel Administration

2020 - 2023

Institute of Hotel Management Goa

GPA: 3.8 / 4.0