



ABDUL MUNAF Z

Nationality: Indian **Date of birth:** 17/11/1999 **Gender:** Male

Phone number: (+91) 8848452655 **Email address:** munafzulfikar@gmail.com

Home: AMMA A-5,ASUMA MANZIL,KURUMI ROAD SHANTHIVILA,NEMOM P.O, 69502
0 THIRUVANANTHAPURAM (India)

WORK EXPERIENCE

CUSTOMER SERVICE SUPERVISOR

SPEEDWINGS SERVICES [01/03/2021 – 30/09/2022]

City: ERNAKULAM | Country: India

- Received consistently positive feedback from high-profile clients for providing personalized and attentive customer service during their airport experience.
- Recognized for consistently achieving a customer satisfaction rating of 95% or higher through diligent service and proactive problem-solving.
- Contributed to a positive work culture by actively mentoring new team members and organizing team-building activities, leading to improved morale and increased productivity.

SUPERVISOR

SPEEDWINGS SERVICES [19/12/2022 – 31/07/2023]

City: THIRUVANANTHAPURAM | Country: India

- Demonstrated strong communication skills by effectively resolving customer concerns and inquiries, contributing to an overall improvement in customer satisfaction scores.
- Proved to be a reliable and punctual team member, consistently meeting shift schedules and contributing to a positive team dynamic.
- Recognized for excellent time management skills, ensuring efficient baggage wrapping services and minimizing waiting times for customers.

EDUCATION AND TRAINING

GRADUATE

CHRIST NAGAR COLLEGE, MARANALLOOR [10/06/2017 – 30/03/2020]

City: THIRUVANANTHAPURAM | Country: India | Website: www.cnc.ac.in

HIGHER SECONDARY SCHOOL

CHRIST NAGAR SENIOR SECONDARY SCHOOL, THIRUVALLAM [03/05/2015 – 31/03/2017]

City: THIRUVANANTHAPURAM | Country: India | Website: www.christnagarschool.edu.in

HIGH SCHOOL

CHRIST NAGAR SENIOR SECONDARY SCHOOL, THIRUVALLAM [01/06/2014 – 26/03/2015]

City: THIRUVANANTHAPURAM | Country: India | Website: www.christnagarschool.edu.in

LANGUAGE SKILLS

Mother tongue(s): MALAYALAM

Other language(s):

English

LISTENING C2 READING C1 WRITING B2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C1

German

LISTENING A2 READING B1 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Word / Google Drive / Microsoft Powerpoint / Zoom / Social Media