



# NURSHED ALAM

## CONTACT

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## OBJECTIVE

To leverage my communication skills and problem-solving abilities in a service provider role, aiming to provide exceptional support, resolve customer issues efficiently, and contribute to a positive brand experience. My goal is to foster strong customer relationships and help the company achieve high customer satisfaction and loyalty.

## EDUCATION

### Bachelor of Business

Indra Gandhi National  
Open University  
2022-2025

### Course in Hospitalit, Travel & Customer Service

Frankfinn Institue of Air  
Hostess Training  
2023-2024

## ABOUT ME

A dedicated and empathetic individual with a passion for delivering excellent service in hospitality industry. I have strong communication skills in English, allowing me to effectively connect with diverse clients and ensure their needs are met with professionalism and care. My training in hospitality has equipped me with the tools to handle customer inquiries efficiently. As a quick learner and problem-solver, I am committed to contributing to a positive customer experience and fostering long-term relationships with guests & customers.

## SKILLS

### Communication & Interpersonal Skills

- Empathetic
- Punctual
- Adaptable
- Self Motivated
- Resilient
- Critical Thinking
- Leadership

### Technical Skills

- Fidelio Software
- Amadeus Software

## LANGUAGE

- Hindi
- English

## HOBBIES

- Sports Enthusiast
- Avid Writer
- Interacting with new people