

SADAM USHEN ABDUL SALAM



Mobile

+971547658732

Email address

Satham.hussain7@gmail.com

Address

**Fathima Building,
Apartment 1 ,Flat No 106
Near Park Regis ,Al Karama
Dubai, UAE**

About Me

Date of Birth : 18 May1990

Nationality : INDIAN

Religion : MUSLIM

Sex : MALE

Marital Status : MARRIED

Passport No : X9092790

Visa Status : Visit Visa

Languages Known

English, Hindi , Tamil &
Malayalam

Objective:

I am looking forward to joining a reputable professional organization that would give me the opportunity to be part of a dynamic team and add value to the company.

Profile:

- Attain the highest goal through self-confidence and leadership.
- Nurture the Career that learned using knowledge and abilities.
- Willing to do the work at my best in a good way that results in achievement and success.
- Develop interpersonal skills to mingled different kind of people and work with them professionally.

Career History

Hotel Connections

OMNI AIRLINES

INDIA

August 2021 to Present

Crew Accommodation Agent

- Book hotel accommodations for Omni and other flight attendants, pilots, charter crews, adhoc crews, DL project line pilots, and DL DGS pilot instructors.
- Handle last minute emergency moves of crews.
- Serve as back up to Omni Air Lines Corporate Travel Services (CTS).
- Soft site cities where Omni does not have a contract hotel, update crew rotations accordingly, make transportation arrangements, if required, and negotiate commissions for Travelliance. 10 %f for each reservation nights
- Make payments to Omni non-contract hotels as requested from hotel.
- Reconcile credit card accounts on a weekly basis.
- Work closely with crew tracking and other groups relevant to operational needs that may affect crews and passengers.
- Other duties may be assigned.

Prime Limousine

Abu Dhabi International Airport

Abu Dhabi, UAE

June 2016 to January 2021

ETIHAD AIRPORT COORDINATOR/DATA ENTRY/OPERATION/RESERVATION

ETIHAD AIRPORT COORDINATOR:

- Welcome passengers with smile and enthusiasm.
- Checking of Passengers Boarding Pass and Plane Ticket.
- Assisting passengers with their luggage.
- Assisting passengers about their online Etihad Airway Bus booking through

EDUCATION

Madras Christian College
2007-2011
Chennai
INDIA
Bachelor of Science in
Secondary Education
BSED
Major in Science

Computer Skills

Computer Literate
(MS PowerPoint, Word, Excel
(Pivot, VLookUp and IfError)
and Internet)

CRM System Software and
CABMAN

- **CABMAN SYSTEM**
- Providing accurate information to any passenger queries.
- Providing the best solution in emergency situation that will result to **CUSTOMER SATISFACTION**
- Be visible at all times to consistently provide the highest level of CX's customer services standard.
- Ensure that overall airports operations meet CX's standard, policies and procedures satisfy local and international passengers.
- Plan and focus on key priorities.
- Overall, providing **WORLD CLASS CUSTOMER SERVICE** to the valued passengers.

DATA ENTRY (ETIHAD AND TOURS ACCOUNT):

- Updating finish job sheet both from Etihad and Tours through **CABMAN SYSTEM**.
- Answering customer's queries through email and calls regarding their reservation/booking status for busses.
- Preparing monthly report through **CABMAN** for Etihad Airway Bus.
- Generating booking/reservation status on a daily basis.
- Providing satisfactions to the valued customers.

Customer Service Executive (Indigo) 2013 June-2016 April Chennai International Airport

- Ticketing, check in of Passengers with sky speed and mini software, Boarding, and Issues related to lost/ damaged luggage.
Baggage reconciliation, coordinating RAMP activities for all AIRBUS – 320 flights.
- Assisting Deportee passengers, VIP assist, PRM passengers and wheel chair assist
- Hold Staff while departure and arrival of the flight
- Wing Walking while departure and arrivals of all flights at Ramp side
- Exacting ramp activities at ramp side departure and arrivals.
- Committed to prompt service to customers for their outmost satisfaction.
- Handled transactions in a timely manner over sales, delayed, cancelled flights, Issues related to lost/ damaged luggage.
- Passenger reservations check-in, boarding and including security process.
- Provides pricing and delivery information, process orders, and prepares cash reports.
- Resolves customer requests, questions and complaints frequently requiring analysis of Situations to determine best use of resources
- Provided new employee training and ongoing employee development.

Traffic Assistant (Air India) 2012 March-2013 March Chennai International Airport

- Handling of Air India Flight.
Ticketing, check in of Passengers with SITA Software, Boarding, and Baggage Reconciliation, coordinating RAMP activities for all types of ATR and Flights.
- Supervision of Aircraft loading as per load plan
- Preparation of property irregularity reports and settlement of mishandled Baggage's
- Handling of all Hajj (Pilgrimage) passengers at Check in Counter
- Job responsibilities includes supervision in all areas like Check-in counters, Baggage

- Control, Immigration, Clearing general Declaration, Arrival, Boarding Gates.
- Escorted passengers to flights, with special attention to senior, disabled and minor Passengers
- Checked in passengers and assisted them with ticketing, baggage and reservation procedures
- Routinely made announcements to update passengers
- Assisted passengers with rebooking itineraries , , calculating of fares and issuing Refunds .
- Assisted passengers with rescheduling following flight interruptions
- Assisted passengers by making reservations, preparing and issuing tickets, calculating of fares and

Administrative Assistant

- Safekeeping all private and confidential files of the company
- Updating records of all employees; leave, status, evaluations & performances.
- Filing, encoding, assisting all employees concerns.
- Providing solutions and updates from personnel going to the middle management.
- Validating, updating and filing all the time records of all personnel.

REFERENCE

Up On Request

Declaration

I hereby declare that all above information furnished by me is true to the best of my knowledge and belief.

Sadamushen Abdulsalam
