



# FIZA PARVEEN

 Doha, Qatar

 55019263

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Visa Status: Transferable Visa with NOC

Visa Number: 382025130428

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## PROFESSIONAL SUMMARY

Energetic and customer-focused Business Administration graduate with hands-on experience in the aviation industry. Known for delivering high-quality service in fast-paced, multicultural environments. Skilled in client relations, airport operations, and problem-solving. Currently expanding knowledge in Human Resource Management and International Accounting to diversify professional capabilities.

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## WORK EXPERIENCE

### Customer Service Executive

AI SATS – Etihad Airways | Bengaluru International Airport (1 Year)

- Delivered seamless support to international passengers, ensuring a positive travel experience.
  - Assisted with bookings, rescheduling, and flight queries efficiently.
  - Collaborated with airport departments—ramp services, baggage handling, and flight operations—to coordinate smooth operations.
  - Handled documentation including passports, visas, and travel clearances.
  - Addressed customer concerns with empathy, professionalism, and cultural awareness.
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## EDUCATION & CERTIFICATIONS

- Diploma in Human Resource Management (*Pursuing*)
  - Diploma in Indian & Foreign Accounting
  - Bachelor of Business Administration – Kannur University (2020–2023)
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## TECHNICAL SKILLS

Microsoft Office (Excel, Word, PowerPoint, Outlook) | Tally Prime | Sage | QuickBooks  
Airline Reservation Systems | Airport Management Systems

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## PROFESSIONAL SKILLS

- Customer Service & Flight Assistance
  - Documentation & Airport Operations
  - Conflict Resolution & Interpersonal Skills
  - Communication & Team Collaboration
  - Emotional Intelligence & Cultural Awareness
  - Patience, Confidence & Positive Attitude
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## LANGUAGES

English (Professional) | Malayalam (Native)