

# FIZA PARVEEN

**Location:** Doha, Qatar

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**Visa Status:** Transferable Visa with NOC | Visa Number: 382025130428

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## PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Business Administration graduate with experience in airport operations, administrative support, and accounting processes. Skilled in client relations, office coordination, data management, and customer service across fast-paced, multicultural environments. Currently enhancing expertise in Human Resource Management and International Accounting to support broader business operations. Seeking administrative, customer service, or accounting roles in dynamic Gulf-based organizations.

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## WORK EXPERIENCE

**AI SATS – Etihad Airways** | Bengaluru International Airport | 1 Year

*Customer Service Executive*

- Served 500+ domestic/international passengers monthly: bookings, docs, inquiries.
  - Managed visas, passports & travel clearances; ensured 100% compliance.
  - Coordinated among ramp, baggage & ops teams; cut turnaround delays by 10%.
  - Resolved client issues with empathy & professionalism; upheld 95% satisfaction.
  - Maintained daily logs and reports with zero errors.
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## EDUCATION & CERTIFICATIONS

- **Bachelor of Business Administration (BBA)**  
Kannur University | 2020 – 2023
  - **Higher Secondary Education (Commerce Stream)**  
ICSE Board | 2020
  - **Diploma in Indian & Foreign Accounting**
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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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## CORE COMPETENCIES

- Administrative Support & Office Coordination
  - Customer Relationship Management (CRM)
  - Basic Accounting & Financial Documentation
  - Flight Operations & Ground Handling
  - Conflict Resolution & Client Services
  - Team Collaboration & Cross-functional Communication
  - Time Management, Patience & Emotional Intelligence
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## LANGUAGES

English (Professional) | Malayalam (Native)