



AFEEF KUTTI

ABOUT ME

Customer-focused professional with nearly two years of experience in customer support, client relations, and operations. Skilled in handling inquiries, resolving issues, and ensuring seamless service. Strong communication and problem-solving abilities, dedicated to enhancing customer satisfaction and building lasting relationships.

EDUCATION

Bachelor hotel management and catering technology

KLE deemed university
01/07/2020 – 31/08/2023

Pre-University Course (PUC COMMERCE

Bangur Nagar Pre-University
Composite Junior College
1/06/2018 – 31/05/2020

SKILLS

- Operations Management
- Leadership & Team Management
- Booking & Reservation Handling
- Communication
- Customer Satisfaction
- Client Management
- Adaptive Learning



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Nationality : Indian



19/02/2002



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UAE , DUBAI

EXPERIENCE

SENIOR OPERATIONS EXECUTIVE

01/05/2023 – Current

COSMOBEDS TRAVEL DMCC ,DUBAI

- Experienced Customer Support-Centric Operations Executive with a strong focus on handling inquiries, managing bookings, and resolving issues to ensure seamless customer experiences. Skilled in collaborating with internal teams and partners to enhance service efficiency. Adept at problem-solving, maintaining customer relationships, and optimizing operational processes for improved satisfaction and business success.

Internship TRAINING

01/10/2021 – 30/03/2022]

MARRIOTT EXECUTIVE APARTMENTS ,india

- Completed a customer support-focused internship at Marriott Executive Apartments, gaining hands-on experience across Front Office, Reservations, Housekeeping, and F&B. Specialized in Front Office operations, managing check-ins, check-outs, guest inquiries, and reservations, ensuring exceptional customer service and seamless guest experiences.

RESORT MANAGEMENT

01/01/2020 – 30/08/2020]

PARAMPARA COTTAGES

- Gained customer support experience in a resort setting, handling guest interactions, managing reservations, and assisting with check-ins and check-outs. Worked closely with various departments to ensure smooth operations and exceptional guest satisfaction, resolving inquiries efficiently and enhancing the overall customer experience.

LANGUAGES

- English
- Hindi
- Malayalam
- Kannada



KEY ACHIEVEMENTS & KPIS

- **Customer Revenue & Retention:** Played a key role in increasing repeat business by approximately 20-30%, fostering long-term client relationships.
- **Booking Volume & NORS:** Successfully managed 900-1,200+ bookings monthly, ensuring smooth operations and high efficiency.
- **Customer Satisfaction:** Consistently maintained an estimated 90%+ customer satisfaction rate, leveraging strong communication and problem-solving skills.
- **Customer Relations:** Effectively managed client relations across diverse global markets, ensuring seamless coordination and service delivery.
- **Major Contributions:** Provided leadership in operations management, overseeing teams, training staff, and supervising daily workflows to optimize efficiency and profitability.