

SAFEEULLAH IBRAHIM

Passenger Services Agent

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PROFESSIONAL SUMMARY

Dedicated airport services professional with extensive experience in customer handling, check-in, boarding, baggage operations, and aviation regulations. Skilled in ensuring seamless airport operations, enhancing customer satisfaction, and upholding safety and security standards. Strong communicator with expertise in problem-solving, team collaboration and coordination, and upselling strategies to drive revenue growth. Proficient in DCS platforms, with a commitment to delivering world-class service and operational excellence.

SKILLS

- | | | |
|---------------------------|------------------------|------------------------|
| • Customer Service Skills | • Communication Skills | • Team Leadership |
| • Task Prioritization | • Decision Making | • Adaptability |
| • Time Management | • Safety and Security | • Cultural Sensitivity |

WORK EXPERIENCE

Passenger Services Agent

May 2022 – July 2024

National Aviation Services-Menzies Aviation | Kuwait Int'l Airport

- Ensured a smooth and seamless customer experience by delivering outstanding service during check-in, boarding, and baggage handling.
- Increased airline revenue by successfully upselling seat upgrades and lounge services during check-in, selling up to 34 additional services in a single shift.
- Improved operational efficiency by collaborating with supervisors to enhance workflows, resolving passenger concerns during operational interruptions, and maintaining service standards while identifying areas for process improvement.
- Achieved over 90% on-time departures by streamlining flight operations through effective coordination with cabin crew, boarding teams, and other relevant departments, ensuring efficient before-time door closures and reducing passenger handling time at the gate.

Customer Agent

June 2018 – September 2021

Air India Air Transport Services Ltd | Chennai Int'l Airport

- Ensured seamless operations and enhanced customer satisfaction at every touchpoint by coordinating with internal teams, maintaining clear communication, and promptly escalating passenger concerns for swift resolution.
- Identified and prevented operational disruptions by maintaining strong security awareness across all operational areas, including check-in, boarding points, and ramp areas, ensuring compliance with safety protocols and proactively addressing potential hazards.
- Assisted passengers with special service requests by providing personalized care and attention throughout their travel experience.

Trainee-Passenger and Baggage Services

August 2017 – June 2018

Air India Air Transport Services Ltd | Chennai Int'l Airport

- Proactively handled assigned activities to meet service standards and deliver exceptional customer service.
- Reduced guest waiting time by efficiently monitoring queues and passenger movement at check-in counters and boarding gates, ensuring smooth operations, timely check-in and boarding, and high service standards.
- Resolved baggage issues promptly by initiating claims, tracking missing bags, and coordinating with relevant departments, ensuring efficient recovery of lost, delayed, or damaged luggage.

EDUCATION

B.Tech (Aeronautical Engineering)

2015

Vel Tech Dr.RR & Dr.SR Technical University | Chennai
73%

Higher Secondary Certificate (+2)

2011

C.S.I Matriculation Higher Secondary School | Nagercoil
60%

PROFESSIONAL QUALIFICATION

Diploma in Airport Ground Handling / Flight Dispatch / RTR

2016

Fly Air Aviation Academy | Chennai
86%

- Acquired hands-on skills in passenger and baggage handling, dangerous goods and regulations, aviation security, ramp operations and basic flight dispatch, preparing for effective airport operations and ensuring smooth airline services.
- Experienced a 20-minute technical ride on a Cessna 172 aircraft for instrument familiarization, enhancing understanding of aircraft operations and flight instrumentation alongside core airport ground handling skills.

KEY ACHIEVEMENTS

Collaborative Team Spirit Award

May 2023

National Aviation Services

- Received the "Collaborative Team Spirit Award" during Eid 2023 for exceptional attention to detail and team coordination, contributing to 96% on-time departures during peak travel season.

Overall Performer Award

July 2016

Fly Air Aviation Academy

- Received the 'Overall Performer Award' for securing 1st Prize by leading a team in an inter-batch symposium for a paper presentation, demonstrating excellence in teamwork, research, and content delivery.

COMPUTER SKILLS

- GoNow-navitaire
- Skyport
- Amadeus Altea
- Ms-Office

LANGUAGES

English — Fluent

Tamil — Native/Bilingual

Malayalam — Basic

Arabic — Basic