



Fatma Khelef

Customer service Agent

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Languages

English (Fluent)

Swahili (Basic)

About

I am a proactive retail enthusiast with strong communication skills and adaptability, honed through my role as a Passenger Service Agent at Heathrow. My ability to connect with diverse customers and manage tasks efficiently makes me an asset in dynamic retail environments.

BRANDS WORKED WITH

Heathrow Airport Wilson James

Experience

● passenger Service Agent

Heathrow Airport Wilson James | Sep 2022 - May 2023

- Excelled as a Wheelchair Assistant, providing compassionate assistance to passengers from various cultural backgrounds.
- Demonstrated exceptional active listening and communication skills, ensuring effective interactions with passengers.
- Adapted quickly to dynamic airport environments, enhancing customer service abilities through continuous engagement with passengers.