



# Hassan Mulla

CUSTOMER SERVICE

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## Languages

English (Native)

Hindi (Native)

## About

I bring strong customer service skills from my role as a Booking Agent, with experience in client interactions and satisfaction. I am adaptable, detail-oriented, and ready to contribute effectively in dynamic retail environments, including tasks like inventory control and order preparation.

BRANDS WORKED WITH

Viswakamal Travel Agency

UNV

## Experience

- **Customer Service and Booking Agent**

Viswakamal Travel Agency | Jul 2021 - Oct 2022

Handled customer inquiries, booked air, rail, and bus tickets, and managed client billing. Provided excellent customer service and ensured customer satisfaction. Reception duties, managing client interactions, and addressing their needs.

- **Youth Ambassador**

UNV | Jan 2021 - Jul 2021

Developed youth-focused programs, engaging 150+ young individuals in sustainable development with a 30% increase in community involvement. Organized campaigns, workshops, and events to promote UN Human and Planetary Development Goals. Prepared reports and presentations for UNV, showcasing the impact of youth-driven initiatives and growth potential.

## Education & Training

2023 - 2024

- **Bayes Business School**

Master of Science,

2020 - 2023

- **PARVATIBAI CHOWGULE COLLEGE**

Software Development,,