CURRICULUM VITAE

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**Irfan**

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**D.O.B**: 02 December, 1982

**Objective**: A visionary with an independent and flexible mind, willing to transform abstract thoughts, from educational and professional experience, to valuable & productive inputs & to evolve as a successful professional through excellent communication, customer handling and sales skills.

**Education Qualification:**

* Passed **T.Y.B.Com**. from **Malini Kishore Sanghvi College of Commerce and Economics** (October 2003)
* Passed **H.S.C** from **Malini Kishore Sanghvi College of Commerce and Economics** (February 2000)
* Successfully passed Diploma in **IATA / UFTAA Foundation & EBT Course** *Montreal*, Canada (September 2005)
* Completed Diploma in **International Airlines & Travel Management** with *Distinction Class from* **India International Trade Center** held during April 2005 to September 2005
* Completed the Training Program in **Computer Reservation System** (Galileo) and ***Personality Development*** from India International Trade Center (IITC) held during July 2005 to September 2005
* Software programming course from Software Solution Integrated (SSI), Ability to work on **Windows 98, Windows 2000 & Windows XP**.

**Professional Experience:**

**14th February, 2007** **till 13th October, 2012.**

Worked in **SpiceJet Airlines**as a **Senior Cabin Crew.** (Aircraft type **Boeing 737-800/ 900 ER)**

* Leading team of crew members as a ***SENIOR CREW*** since 24th March, 2008 and to ensure quality results are achieved for **Spice Jet.**
* Providing outstanding customer service in the aircraft to impress our customers, recognizing cultural differences and individual needs.
* Working within a team of Cabin Crew to time constraints and ensure that all elements of the **Spice Jet** product is successfully delivered to our passengers satisfaction.
* To maintain **Spice Jet** high level of safety standards onboard the aircraft at all times for the safety of passengers and employees.
* To maintain a high standard of personal presentation at all times and to feel proud to wear the **Spice Jet** uniform as an ambassador of growing Airline.
* To present myself in a positive, approachable and professional manner at all times regardless of the situation.
* To enhance the passengers journey from start to finish with a joyful experience.

**04th May, 2006 to 13th February, 2007.**

Worked as a **Customer Service Executive** (Ground Staff) with **Spicejet Airlines**, Mumbai Airport Services.

* Optimize passenger satisfaction, new reservations; changes to existing reservations, quoting the correct fares, rules of carriage, issuance / re-issuance of tickets, check in counters and making important announcements.
* LOAD AND TRIM OFFICER for Aircraft type Boeing 737-800.

**3rd October, 2005 to 30th April, 2006.**

Worked in **Go Airlines**as a **Customer Service Executive** (Ground Staff), Mumbai Airport Services.

* Providing service excellence to Go Airlines customers through telephone, email and fax.
* Optimize passenger satisfaction, new reservations; changes to existing reservations; quoting the correct fares, rules of carriage; issuance / re-issuance of tickets; and processing any refunds.
* LOAD AND TRIM OFFICER for Aircraft type Airbus A320.

**31st March, 2004 to 19th May, 2005.**

Worked in WIPRO BPO (International Call Center) as a Customer Service Executive for AOL (America Online) world’s largest Internet Service Provider where my job profile was to:

* Troubleshoot technical problems online related to AOL software.
* Give necessary information about the software enhancement and latest offers.

**Visa Status: VISIT VISA.**

**Personal Details:**

Marital Status - Married.

Height - 173cms.

Weight - 75 kg.

Languages Known - English, Hindi, Marathi and can read Arabic.

Hobbies - Football, Cricket, Badminton, Chess, Travelling Places.