**CURRICULUM-VITAE**

**Geetika**

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**Objective**

To work in challenging and dynamic environment with innovation & perseverance. Seeking Knowledge in a position of Corporate Industry where I would be able to use the skills of customer service, soft skills while interacting with different people.

**Professional Training**

* **. Aviation Industry**
* DCS(Departure Control System) & Passenger Services
* SECURITY TRAINING
* CUSTOMER SATISFACTION SERVICES
* SOFT SKILLS
* AIRLINE TRAININGS
* GROUND HANDLING PROCEDURES
* SABRE
* AMEDEUS
* RESERVATION & CHECK-IN SOFTWARE
* Flight handling reports
* Grooming
* EBT
* Arrivals –PIR Reports,ETA-ETD,Touch Down,Door Closing Report
* Dangerous Goods Awareness
* Reviewing Weight and Balance
* Basic Security Awareness
* Supervising aircraft loading

Load Control 1 (LC1)Load Control 2 (LC2)

* Ramp Handling and Loading
* Baggage handling and tracing(World Tracer)

. ***Corporate Sales-***

**• Management Training**

**• Customer Satisfaction Serivices**

**• Soft Skills**

**• Public Relation Management**

**• Sales &,Enrolling**

**• Corporate Trainings**

**• Leadership & Team Handling**

**• Grooming Standards**

**• Client relationships**

**Professional Experience**

***Dec’2012- Dec 2015***

* ***Company :*** ***Frankfinn Institute Of Airhostess Training***
* ***Designation :*** ***Centre Head/ Branch Head.***
* ***Location : Delhi, India***

***Roles & Responsibilities***

* Handling Operations, Revenue, Recruiting,Administration & sales revenue for centre.
* Interviewing & screening for international airlines of external & internal candidates for CABIN CREW.
* Admission process & documentation, batch formation, giving career seminar at education institutes, schools, colleges etc
* Facilitate data management, team management and managing/ preparing MIS
* Ensuring Proper handling of all queries of students & parents by effective counselling.
* .Strong Managerial & Administrative Qualities Responsible & involved in the selection & training of Trainers & Training Executives/Coordinators PAN India.Ensuring optimum utilisation of resources & co-ordination with other Departments,Intetviewing & Screeing of candidates for International Airlines.
* Responsible for putting students in the batches after Admission To Ensure quality of Training Delivery A check on student development activities To Ensure student satisfaction and development

.Ensuring Placements of students for region assigned by ensuring excellent relations with existing clients & making new clients through the Placement Team

.Reporting Team-. Admin, Trainers, Reception, Accounts and Security,Counsellors,Placement officer.

**Key Skills**

**Responsible for increasing company revenues and attaining the students satisfactory Performing tasks such as monitoring Students,Faculty&sales teams,collaborating with the marketing department,Training,and assigning work to entire Centre. Leadership, supervisory skills, analytical thinking, excellent communication and interpersonal abilities, and strategic planning. With an expert ability to contribute a lot in the management, seeking a challenging and rewarding position in a firm, aspiring to develop, Soft skills, Empathy, service no with providing every possible solution,confident and to build the good rapport between the client and company lead and contribute to the organisation overall goals with strong Negotiations & Diplomacy Skills wherever require for the benefit of company’s Business.**

***Sep’2012- Dec’2012***

* ***Company :*** ***Kingfisher Airlines***
* ***Designation :*** ***Guest Service Agent (International Sector)***

***(Multitasking –commercial& security)***

* ***Location : IGI T3 Airport Delhi, India.***

***Jun’ 2010 – Jan’ 2012***

* ***Company :*** ***Kingfisher Airlines***
* ***Designation :*** ***Guest Service Agent (International Sector)***

***(Multitasking –commercial& security)***

* ***Location : IGI T3 Airport Delhi, India***

***Roles & Responsibilities***

To guests and visitors,passengers,providing a warm, friendly and efficient welcome and continuing service to all visitors and guests throughout their stay while exceeding guest expectations.

• Is present at all scheduled flight landings and assists incoming guests with baggage clearance and directs them to transportation facilities

• Ensuring that departing guests are assisted with pre-check-in, ticketing and baggage clearance

• Maintaining a good professional relationship with airline personnel, immigration and custom officers.

•Responsible for the maintenance of the hotel information directory at the Airport and ensures that all information shown is current and accurate at all times.

• Provides information pertaining to all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests.

• Excellent personal presentation with a positive ‘can do’ attitude & is energetic and enthusiastic**.**

***Nov’ 2009 – May’ 2010***

* ***Company :*** ***Indigo Airlines***
* ***Designation :*** ***Ground Staff(Multitasking –commercial& security)***
* ***Location : IGI T3 Airport, Delhi India***

***Aug’ 2007 – Sep’ 2009***

* ***Company :*** ***HCL Technologies Ltd.***
* ***Designation :*** ***Sr. Customer Service Executive (UK – British Process)***
* ***Location : Noida India***

**Key Skills**

Focusing on a stress free environment for customers traveling with Airways.Ensuring passengers receive total quality service and adhere to the safety policy and security standards of the company.Delivering the highest level of Customer Service at all customer touch points.Constant liaison with Check-in, Boarding Gate,Supervising activities for the smooth acceptance of passengers.Directing Arriving/Departing passengers to respective areas such as Arrival Hall,Transfer Area, Departure Gate, Lounge, etcChecking entry requirements (visas, residence permits) are metPerforming pre- and post-flight administration With an expert ability to contribute a lot in the management, seeking a challenging and rewarding position in a firm, aspiring to develop, Soft skills, Empathy, service no with providing every possible solution to customers, putting customer in our shoes, confident and to build the good rapport between the customer and company which brings up to keep the customer delighted, lead and contribute to the organization overall goals.

**Qualification**

* **Graduation – Bachelor in Science (Textile Designing)2005-8**
* **AHA Diploma(2006-7)-Airhostess Academy.**
* **Inifd – Fashion Designing Diploma(2002-2004)**
* **12th from St. Teresa Convent School(1989-2002)**

**Personal Details**

* **DOB - 26th December’ 1984**
* **Marital Status - Married**
* **Visa - Spouse(UAE residency)**
* **Height - 160 cms**
* **Weight. - 52kgs**
* **Vision. - 6:6**
* **Location. - Dubai (UAE)**

**Date - Place - Dubai**

**Geetika**