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[TINTU.299563@2freemail.com](mailto:TINTU.299563@2freemail.com)

TINTU

Professional Objective

ACCOUNTS ASSISTANT

Career Objective

Take up challenging assignments and utilize my competencies, skills, education and experience in the best possible manner to serve the organization

Education Qualification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | Institution | University/Board | Year Of  Completion | Marks  (%) |
| Diploma in Airport  Management and  Customer Service | APTECH -AVALON  Academy , India | Mahatma Gandhi  University | 2013 | GRADE B |
| Bachelor’s Degree in  Commerce | Saint GITS College; India | Mahatma Gandhi  University | 2012 | 74 |
| Higher Secondary | Vidhyadhi Raja High  Secondary School ; India | Kerala Higher  Secondary Board | 2009 | 80 |
| High School | Kuriakose Elias School | Kerala Secondary  School Certificate | 2007 | 70 |

Work History

- International Foundation Group, Dubai, UAE (Oct.2014 To Till now)

Currently working as Accounts Assistant in accounts department.

- Jet Airways ( Dec. 2013 To Apr. 2014)

Customer Service Assistant

Jet Airways is the second of India's two major [airlines](http://en.wikipedia.org/wiki/Airline) based in [Mumbai,](http://en.wikipedia.org/wiki/Mumbai) both, in terms of market share and   
passengers carried, after [Air India.](http://en.wikipedia.org/wiki/Air_India) It operates over 1000 flights daily to 76 destinations worldwide. Its main hub is Abu   
Dhabi, with secondary hubs at [Mumbai, Delhi, Kolkata, Chennai](http://en.wikipedia.org/wiki/Chhatrapati_Shivaji_International_Airport) & [Bengaluru.](http://en.wikipedia.org/wiki/Bengaluru_International_Airport) It has an international hub at Brussels Airport,   
[Belgium](http://en.wikipedia.org/wiki/Belgium)

Presently working as Customer Service Executive (Commercial) at Chennai International and Domestic teminals, India. Duties and responsibilities include passenger ground handling activities such as :

 Passenger handling

 Passenger Check-In

 Facilitate Boarding and Deplaning

 Customer Problems

 Ramp transfer

 Boarding gate announcement

 Handling First Class / Business class / VIP customers

 Handling customer complaints / suggestions

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- Eben telecom International (Aug . 2012 to Jan. 2013 ) Part time

Customer Service Executive

Duties and responsibilities include:

 Briefing of product to customers

 Handling customer enquiries

 Obtain client information by answering telephone calls; interviewing clients; verifying information.

 Determine eligibility by comparing client information to requirements.

 Informs clients by explaining procedures; answering questions; providing information.

 Maintains and improves quality results by adhering to standards and guidelines; recommending improved

procedures.

 Updates job knowledge by studying new product descriptions; participating in educational opportunities.

 Accomplishes sales and organization mission by completing related results as needed.

Skill set Summary

 Verbal Communication

 Phone Skills

 Listening

 Data Entry Skills

 People Skills

 Informing

 Customer Focus

 Customer Service

 Attention to Detail

 Professionalism & Multi-tasking.

 Software: MS Office , Tally, VB, HTML

 Platforms: Windows 98, XP, 7, Linux.

: 167 cm

Area of Interest

 Administration

 Photography

 Media & Advertisement

 Customer Service

 Hospitality Management

 Tourism Administration

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My Key Strengths

 Fast learner

 Team player

 Passion for customer service

 Dedication and commitment to work

 Adapts with any situation

 Problem solving skills

 Communication skills

Trainings received

- JET Airways - [Bengaluru](http://en.wikipedia.org/wiki/Bengaluru_International_Airport) Airport, India

 Training on various processes in passenger handling as part of job induction.

 Allowances for baggage

 Safety training

- Cochin Airport , India

 Training imparted as part of Academic training by AVALON

 Performance time measurement

 Other key processes involved in passenger handling

Extra-Curricular Activities

 Participated in cultural and sports activities

 Participate in various events / programs organized at school and college level.

Declaration

I hereby declare that the details furnished above are true to the best of my knowledge and belief.