1

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 OfCompletion | Marks(%) |
| Diploma in AirportManagement andCustomer Service | APTECH -AVALONAcademy , India | Mahatma GandhiUniversity | 2013 | GRADE B |
| Bachelor’s Degree inCommerce | Saint GITS College; India | Mahatma GandhiUniversity | 2012 | 74 |
| Higher Secondary | Vidhyadhi Raja HighSecondary School ; India | Kerala HigherSecondary Board | 2009 | 80 |
| High School | Kuriakose Elias School | Kerala SecondarySchool 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

2

- 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

3

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.