**NIMITHA JOHNY**

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**Career Objective**

Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization.

**Professional Highlights**

* Having 5+ years of hands-on experience in delivering onboard services while remaining in the boundaries defined by airline policies and protocols
* Well experienced in providing exceptional levels of customer services to the passengers.
* Managing everyone in flight and being able to remain calm in crisis situations.
* Well-presented and highly professional personality and also possess in-depth understanding of flight safety rules and regulations
* Was an active member of Air India Express for five years as a Senior Cabin Crew.

**Work Experience**

Calicut, India.

Flight Attendant, November 2010 - March 2016.

**Responsibilities:**

* Providing excellent service to customers and taking their feedbacks on the services being provided ensuring better customer satisfaction.
* Demonstrating the safety procedures and features of aircraft to the passengers before takeoff.
* Assisting the ground staff for check-in desks and reservations.
* Ensured passenger satisfaction by resolving problems or disputes.
* Ensured that all emergency equipment’s was in working order prior to take off and that there are enough supplies.

**Professional Qualification**

* Completed BTEC HNC in Aviation, Hospitality, and Travel Management by EDEXCEL University (UK)
* Successfully completed Air Hostess Training from Frank Finn Institute.

**Academic Qualification**

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| **Institution/University** | **Examination** | **Year** |
| Bharathiar University | MBA | Pursuing |
| Gujarat University | Bachelor of Commerce | 2011 |
| St. Xavier’s Higher Secondary School | 12th HSC, Gujarat Board | 2007 |
| St. Xavier’s Higher Secondary School | 10th SSC, Gujarat Board | 2005 |

**Computer Skills**

* Knowledge of Microsoft office suite including Word, Excel, and Power-point.
* Good knowledge in handling Windows 7/10/13.

**Key Skills and Strengths**

* Good in handling the customer relationship.
* Good communication, inter personal and customer service skills.
* Ability to deal calmly with different inter-cultural passengers.
* Ability to communicate effectively with elderly, children and disabled passengers.
* Excellent management of customer reports.
* Good team management and handling large group of people.
* Skilled in performing first aid during emergency.
* Always punctual.
* Process oriented.

**Personal Particulars**

* Date of Birth                           : 26 June 1989
* Nationality                              : Indian
* Marital Status                         : Married
* Height / Weight               : 163.5 cm / 55 Kgs
* Eyesight : Normal
* Religion                             : Christian
* Languages known            : English, Hindi, Gujarati, Malayalam, & Tamil.

**Interests**

Interacting with people, Traveling and Sports

**Achievements**

Was part of Gujarat State Team for National Level Handball Tournament while studying in higher secondary school.

**Job Seeker First Name / CV No: 1802214**

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