** CURRICULUM VITAE**

JOSHUA

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***PERSONAL - INFORMATION:***

* ***Nationality*** *- Indian,* ***Date of Birth*** *- 29th September 1989,* ***Gender*** *- Male,* ***Passport No*** *– G6775268,* ***Languages Spoken*** *- English, Konkani, Hindi*

***OBJECTIVE:***

To place myself in a performance-driven organization, where I can learn new skills and also enhance my existing skills, which in-turn would help to improvise my work-ability and make a worthy contribution to organization’s success as well as building my career.

***ACADEMIC QUALIFICATION:***

* **Bachelor of Business Administration** *Pursuing from Jaipur National University*
* **Higher Secondary** *from National Institute of Open School.*

***PROFESSIONAL QUALIFICATION:***

* **Diploma in International Airlines & Travel Management. with Galileo GDS** *from Trade Wings Institute of Management, Goa.*
* **Food & Beverage Service(Steward)** from Industrial Training Institute ,Goa (NCVT)

***TECHNICAL SKILLS***

* *Certificate in E- Office , Diploma in Multimedia, Certificate in Hardware & Networking, Certificate in E- Finance , Amadeus Altea CM under Air Vistara*

***EMPLOYMENT - HISTORY:***

*From: February 2015 to 13 December 2016 as* ***Customer Service Agent*** *at Goa International Airport for* ***TATA SIA Airlines under National Aviation Services “NAS INDIA”***

*Job Responsibilities:*

* *Dealing with Customers about flight departure & arrivals.*
* *Checking in passengers allocating seat numbers.*
* *Providing boarding passes and luggage labels.*
* *To make sure accurate implementation of security policy and Procedures laid down by the Company. Weighing baggage and collecting any excess weight charges.*
* *Following Baggage makeup (BMA) & Breakup (BBA) procedures.*
* *Attending to customer Baggage Queries, Filling up AHL.*
* *Calming and reassuring nervous passengers.*
* *Taking care of people with special needs and Handling unaccompanied children.*
* *Loading outgoing cargo and baggage according to load plan procedure.*
* *Boarding Gate Duties.(Following Sequential Boarding of flights)*

*From: July 2014 to February 2015 as* ***Customer Service Agent*** *at Goa International Airport/Reservation office for* ***Air India***

*Job Responsibilities:*

* *Handling International & Domestic Flights Handling in All Areas (Except load & Trim)*
* *Check-in Passengers*
* *Attending to Passenger on Arrivals and attending to Baggage Queries. Preparing GD for International Flights.*
* *help and assisting passengers through immigration and customs.*
* *Reservation / Ticketing / Pre-Flight & Post-Flights / Telesales, Attending Customer Calls.*

*From: November 2012 to November2013.as* ***Apprentice*** *at* ***The Leela Goa Resort, Mobor***

*Job Responsibilities :*

* *Include Banquet Setup, Buffet Setup, Setup of Restaurants. And Assisting head Steward.*

*From: May 2008 to October 2008 as* ***Office Assistant*** *at* **D.P Chemicals & Aromatics, Goa**

*Job Responsibilities :*

* *Computer typing, photocopying, Dispatching Orders and Customer Co Ordination*

*From : October 2007 to April 2008 as* ***Computer Operator*** *at* ***Facts Finders, Goa***

*Job Responsibilities:*

* *includedComputer typing, photocopying, Dispatching Mails, Reports.*

***REFERENCE:***