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| **ASHA**  E Mail Id : [**ASHA.334450@2freemail.com**](mailto:ASHA.334450@2freemail.com) | asha.jpg |

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| **Career Objective** |

To utilize my skills in a professional environment for the mutual benefit of myself and the organization and to take every assignment as a challenge, complete it in a professional manner while working hard with the team and try to be an asset to the company.

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| **Professional Experience** |

**Customer Care Executive**

Company : S S Hyundai Mavelikara, Kerala-India.

Period : 1 year, from July 2015to August 2016

**Duties and Responsibilities**

* Keep records of customer interaction and transactions recording details of inquiries, complaints and comments, as well as actions taken.
* Ensure that appropriate actions were taken on customer’s request.
* Refer unresolved customers grievance or special requests to designated departments of further investigation.
* Site Meeting with clients.
* Customer Services, Relationship Management and Negotiations.
* Proven Leadership capabilities with strong supervisory and relationship management skills.
* Preparation of monthly reports for projects.

**Aircraft Technician Trainee**

Period  : 6 months, from January to July 2011

Aircrafts handled : Ht2 Aircraft, Cessna Aircraft, Heavy Aircraft (Lear jet)

**Duties and Responsibilities:**

* To Repair, inspect & maintain the structural elements of the above mentioned Aircrafts.
* Marshalling, wheel chocking, fuelling & refuelling of aircrafts at ground.
* Routine inspection and document inspection of the aircrafts and make log book regarding the inspections.
* Engine Run-up, Fault rectification of HT2, Cessna and Lear jet.
* Wheel alignment and wheel balancing of aircraft tyres and thus ensure safety.
* Overnight and Daily Inspection of the aircrafts.
* Removal, Installation and fault rectification of flaps, DC battery system, etc.
* Elevator, aileron and rudder control rigging of the aircrafts.
* 100hrs or monthly inspection for the above mentioned aircraft.
* Functional check on Hydraulic system and make the aircraft efficient in landing and takeoff.
* Cleaning and Polishing of aircrafts.

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| **Professional Qualifications** |

Course : **Aircraft Maintenance Engineering**

Institute : Southern College Of Engineering and Technology

Board : Director General of Civil Aviation, Government of India.

Year of completion : 2011

Percentage obtained : 81%

Course : **OFFICE SECRETARY/PRO Training program**

Institute : Data tech Mavelikara, Kerala-India.

Board : AccountantsServiceSociety**.**

Year of Completion : 2011

Percentage obtained : 97%

Course : **AutoCAD 2D and 3D in civil**

Institute : Bghud Mavelikara, Kerala-India.

Board : Kerala Board

Year of Completion : 2016

Percentage obtained : 85%

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| **Competencies** |

* Organizing Skills
* Willingness to learn new concepts
* Good leadership qualities and interpersonal skills
* Highly motivated.
* Systematic and hardworking
* A good team player with positive attitude and enjoy motivating & appreciating other

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| **Additional Skills** |

* MS-Office package
* Photoshop
* AutoCAD:2D&3D

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| **Personal Details** |

Date of Birth : 23 January1990

Nationality : Indian

Sex : Female

Marital Status : Married

Languages Known : English, Hindi, Tamil and Malayalam

Driving licence : Valid Indian license for car

Visa Status : Visit Visa, expire on **25th March 2017.**