Purabi

Email Id: purabi.336793@2freemail.com

**CAREER EXPERIENCE**

* 7+ Years of working experience in Aviation & Aerospace Industry with good knowledge in People Management, Customer relationship, Human resource planning, Work Force Management
* Exposure to training & Development, as I have been involved in providing on the job training to my peers, sub-ordinates and the customers to guide them with the process, rules and the new initiatives in the airline.
* I have been responsible for JIT and TAT in the Airline as I was responsible to interact with various staff members, customers and pilots to check if everything is on line before departing.
* Awards and accolades for various national and international academic/ co-curricular competitions at Graduate and PG level
* Held various positions of responsibilities in Academic and Professional career.
* Proficiency in MS Excel, Powerpoint and MS- Office.

**KEY SKILLS AND EXPERTISE:**

* Experience in customer care, interacting with all the customers and colleagues well.
* Excellent problem solving skills and a diligent follower of policies and procedure.
* Able to work productively and instinctively with good initiative.
* Reliable, trustworthy and excellent understanding of information and confidentiality.
* Confident in communicating and presenting at all levels.
* Experienced at working under pressure,remaining calm and professional at all the times.

**PROFESSIONAL EXPERIENCE**

* Indigo Airlines – India

Designation: LEAD CABIN CREW

 Duration: March 2012 – March 2016

* Kingfisher Airlines

 Designation: GUEST SERVICE EXECUTIVE

 Duration: May 2007 – March 2012

**ON THE JOB- RolES & RESPONSIBLITIES**

* Experience of working with passengers from different cultures & backgrounds.
* Experienced in dealing with the public & comfortable in a selling role.
* Well spoken, approachable, with great attention to detail & a professional attitude.
* Can fluently speak English, Hindi and Bengali.

**ACADEMIC Qualifications**

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| * Diploma course from Frankfinn Institute of Air Hostess Training.
* B.Com Degree from Jammu University 2005.
* All India Senior School Certificate Examination in 2002.
* All India Secondary Certificate Examination in 2000.

**Personal Information** * Father’s Name: Mr. A.K. Mitra
* Date of Birth: 20/01/1984
* Nationality: Indian
* Date of Issue: 12/08/2008
* Date of Expiry: 11/08/2018
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