**RESUME**

**ARYA**

**E mail:** [**arya.345094@2freemail.com**](mailto:arya.345094@2freemail.com)

**OBJECTIVES**

To learn and work in challenging tasks and to remain for gaining a successful carrier in my field and to improve my skill and knowledge from my experience in specialized areas.

**Educational Qualification**

|  |  |  |
| --- | --- | --- |
| **Examination** | **Board/ University** | **Year of Passing** |
| **BSc in A T & H M** | Punjab Technical University | 2014 |
| **II PUC** | Board of Kerala Higher Secondary Examination | 2010 |
| **S.S.L.C** | Board of Kerala Public Examination | 2008 |

**Technical Knowledge**

* Computer Reservation System Training in AMADEUS, GALILEO and ABACUS.
* Air Ticketing Training from Akbar Travels.
* Basic Computer Knowledge, Internet Accessing, Email and Microsoft Office.

**Work Experience**

Currently working as **Customer Service Assistant** in **JET AIRWAYS Airline** - **2015 to Present**

**Roles and Responsibility:**

* Provide efficient guest service and optimize revenue-Reservation and Ticketing.
* Perform various customer service functions at the airport (check-in / boarding gate and ramp) International and Domestic.
* Perform allocation assigned as per the roster.
* SABRE Ticketing
* Check status of all flights including catering uplift and adjust as required.
* Handle special situations and conditions. eg. - Flight disruption / cancellation / overbooking.
* Carry-out the upgrades according to the guidelines in respect of overbooking.
* Personally deal with denied boarded and off- loaded guests, irate guests on exceptional basis.
* Ensuring safe / efficient operation of all activities at the Airport.
* Ensuring all ground handling activities are conducted as per Airline standards and policies.

**PERSONAL DETAILS**

**Name:** Arya

**Date of Birth:** 25/04/1993

**Marital Status:** Single

**Nationality:** Indian

**Religion:** Hindu

**Languages Known:** English, Malayalam, Tamil, Kannada and Hindi.

**Hobbies**

* Cooking
* Reading Books
* Dancing

**DECLARATION**

I hereby declare that all the statements made in application are true and correct to the best of my knowledge and belief.

Place: Bengaluru  **Sincerely**

Date: 30-Dec-2016 **ARYA**