**Curriculum Vitae**

**Kalpana**

[**Kalpana.348317@2freemail.com**](mailto:Kalpana.348317@2freemail.com)

Career Objective

To built a strong career by gaining knowledge and deploy my skills to attain growth towards career & Organisation.

Strong skills

* A proven team player with good analytical, organizational, interpersonal and communication skills.
* Positive thinking, self-motivation, capable of adapting to any kind of environment.
* Appetite for Perfection.

Professional Experience

**Employer : InterGlobe Aviation Ltd. India (**Indigo Airlines)

**Duration :** May 2013 to March 2014

**Department : Airport Operation & Customer Services**

**Designation :** Customer Service Agent

Roles and Responsibilities

**Reservation & ticketing:**

* Making reservation across the customer
* Selling of tickets
* Remitting cash to the concerned department
* Answering customer queries over the telephone

**Departure**

* Attend the pre-flight and post flight briefings
* Setting up our check in counters
* Screening of checked in baggage
* Maintain high quality of check in procedure

**Arrivals**

* To assist customers with mishandled / damaged baggage and reporting.
* Co-ordination with the baggage vendor for the damaged bags
* Follow up with the en-route stations regarding lost baggage

Educational Qualification

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| --- | --- | --- |
| **Class/Course** | **Name of the College/Institution** | **Year of passing** |
| Diploma in Hotel Mgmt. Travel & Tourism | Frankfinn Institute of Air Hostess Training | 2011 |
| B.Sc. Yoga & Naturopathy | Tamilnadu Physical Education & Sports University | 2014-2017 |

Special Competencies

* Ability to perform under pressure.
* Ability to adapt new environment with ease.
* Organized and well structured at work.
* Committed to deadlines and Schedules.
* Excel in Office Automation

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| **Personal Information** | | | | | | | | |
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| **Date of birth** | November 14’ 1992 | | | | | | | |
| **Sex** | Female | | | **Marital Status** | | | Single | |
| **Nationality** | Indian | | | **Languages** | | | English, Tamil, Telugu | |
| **Current location** | Sharjah, UAE | | | | | | | |
| **Contact Phone** | **Mobile** | |  | | | | | |
| **E mail** |  | | | | | | | |
| **Experience** | 8 months | | | | | | | |
| **Passport** |  | **Issue Date** | | | 06/05/2013 | **Expiry Date** | | 05/05/2023 |

*References and Certificates furnished upon request.*

I hereby declare that all the above details are best of my knowledge.

**Place:**

**Date:**