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| **Jasmine****Jasmine.349598@2freemail.com** | C:\Users\shanoor\Downloads\jas.jpg |

**PASSENGER SERVICE AGENT**

**Passionate about customer service and committed to continuous improvement.**

**SUMMARY:** Self-motivated passenger service professional with 2+ years’ proven track record of managing airline ticketing counter and gate service. Great proficiency in meeting the needs and safety requirements of passengers and airport personnel. Adept at ensuring the smooth handling of passengers at departures, arrival and transfer areas.

**PROFESSIONAL HIGHLIGHTS**
• Proficient in providing leadership to passengers during check in and boarding gates by assisting them with exact information required to ensure smooth transition
• Hands-on experience in managing passenger enquiries regarding luggage and schedules
• Committed to providing excellence in customer services by ensuring that all passenger problems regarding flight delays and check in are handled following set company policies
• Demonstrated expertise in taking service recovery measures to protect passenger experiences

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| • Communication coordination | • Reporting | • Check-in and boarding |
| • Answering queries | • Baggage handling | • Passenger verification |
| • Announcements | • Service recovery | • Complaint handling |
|  |  |

**KEY ACHIEVEMENTS**
• Retained a disgruntled frequent flyer whose flight had been delayed for 12 hours by providing him with an option to board an earlier flight at no additional cost
• Juggled ticketing and boarding duties during a particularly busy time at the airport during holidays
• Suggested an “online check-in” system that brought down passenger delays and missed flights by 60%

**PROFESSIONAL EXPERIENCE**

BRITISH AIRWAYS, MUMBAI, (2/2014 to 2/2015)

AIR CHINA, MUMBAI, (2/2015 TO 3/2016)

THAI AIRWAYS, MUMBAI,

**Passenger Service Agent**

• Updating FIDS Information

• Meet and assist for special passengers such as VIP, CIP, UM, INAD, DEPU, Wheel chairs,

 Elderly passengers etc
• Welcome clients to ticketing counters and inquire into their travelling details
• Look through schedules to determine flight availabilities and suggest possible itineraries
• Book clients’ passages, process cash or credit card payments and hand them their tickets
• Tend to general inquiries posed by passengers regarding flight times and schedules
• Check-in passengers by verifying ticket information. • Take luggage to be booked and scan it to counter ensure that it contains no illegal items
• Provide passengers with luggage stubs and ensure that hand luggage is properly tagged
• Assist passengers who may have missed their flights by providing them with information on alternative flights and routes
• Designate seat assignments and verify documentation for both domestic and international flights
• Announce arrivals, departures and flight delays on public address systems
• Provide assistance in tracking lost baggage and items

**Passenger Services Aide**
• Assist passengers by providing them with flight schedules and timings
• Coordinate efforts with passenger service agents to ensure that passengers who have missed their flights are given alternatives
• Handled passengers by reasoning with them in a calm and efficient manner
• Tagged passengers hand baggage and booked luggage
• Escort passengers to their designated terminals to ensure that they board the correct flights

**Education & Certification**

SSC – 2008

HSC - 2010

Diploma in computer application & designing – 2011

**Computer and Equipment Skills**

• MS Word and Excel
• Skilled in reservation and ticketing software
• Scales for weighing passenger baggage

**Other Skills**

• Excellent interpersonal and communication skills
• Demonstrated qualities of leadership, initiative, and judgment
• Ability to work under pressure

**Personal Details**

Date of Birth : 7thSep 1993

Marital Status : Single

Gender : Female

Weight : 45 kg

Height : 5.2

Languages Known : English Hindi& Urdu

Nationality : Indian

Hobbies : Travelling, Listening Music & Reading Books.

**DECLARATION**

I affirm that all the above particulars included in this resume are true to my knowledge and belief, and if any further clarification / references required shall be produced upon demand