

**Crystal**

**Crystal.351182@2freemail.com**

* **PERSONAL INFORMATION**

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| Nationality – Indian |
| Date of birth – Aug 16, 1985 |
| Sex – Female |
| Marital status – Married |
| Visa status – Residence  |
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* **EDUCATION**

**School - Apostolic Carmel High School, Mumbai, India Jun 1991 - May 2001**

Attained Senior Secondary Certification (S.S.C)

**University - St. Andrews College, Mumbai, India Jun 2001 - May 2006**

Attained Higher Secondary Certification (H.S.C) (Jun 2001 - May 2003)

Attained Bachelor of Commerce Graduate Degree (B.Com) (Jun 2003 - May 2006)

* **LANGUAGE SKILLS**
* English (native speaker – level C2)
* Hindi (fluent - read, write, speak and comprehend)
* Marathi (conversant)
* **PROFILE**

I am a highly creative and self-motivated individual with 8 years of International Airline experience as well as Boutique Managing experience; a goal-oriented professional with exceptional analytical and business skills

Endowed with leadership, planning, organizational decision-making and team building skills; an effective team player with extraordinary communication and interpersonal skills

* **WORK EXPERIENCE**

##### Globe Ground India, Mumbai, India Jan 2007 - Nov 2009

* **JOB PROFILE**
* Employed at Globe Ground India (Ground Handling Agent) as a Passenger Service Agent for Lufthansa flights’ Check-in, Boarding Gates and Arrivals (Baggage Services) and Post Flight Processes
* Attended numerous trainings for document checks and fraud detection in relation to Visas and Passports
* Certified in Dangerous Goods Handling for Passenger Handling
* Adept in Airline systems such as Pictures, Unisys and World Tracer

##### Kingfisher Airlines, Mumbai, India Mar 2010 – Dec 2011

* **JOB PROFILE**
* Employed at Kingfisher Airlines as a Passenger Service Agent for Check-in, Boarding Gates, Transfer Desk and Arrivals (Baggage Services) and Post Flight
* Attended numerous trainings for Customer Service Standards
* Proficient in Airline systems such as Sabre and World Tracer

##### Lufthansa German Airlines, Mumbai, India Nov 2012 – Feb 2014

* **JOB PROFILE**
* Employed at Lufthansa German Airlines as a Lounge Agent
* Accountabilities included managing replenishment of food and beverages, staff rostering, pre-flight checks as well as overseeing overall cleanliness and hygiene levels at the Lounge
* Skilled in Airline systems such as Pictures, Unisys and World Tracer

##### Agnelo’s Hi Tech Opticians, Mumbai, India Mar 2014 – Dec 2015

* **JOB PROFILE**
* Store Manager and partner at Agnelo’s Hi Tech Opticians
* Overall care of staff and their wellbeing
* Presentation of store and advertising displays and maintaining overall image
* Product management, including ordering, receiving, price changes, handling damaged products, and returns
* Team Development, facilitating staff training and development
* Setting annual, quarterly and monthly sales targets and ensuring profits are earned
* Maintaining a customer database for promotional offers and general feedback
* **COMPUTER SKILLS**

**MS Office Applications** - Excel, PowerPoint, Outlook and Word

**Operating Systems** - Windows XP, Vista, 7, 8 and 10

**Adobe Applications** - Illustrator, Reader and Photoshop

* **ADDITIONAL INFORMATION**
* Hobbies include reading, fitness and music
* Keen interest in World Geography and Travel Industry
* Enjoy watching films

I would like to add that I am a diligent, sincere and ambitious worker, who is most willing to go beyond the call of duty to attain results.