**Jitendra**

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**Career objectives:**

To join a progressive organization that may provide me environment to apply my knowledge and technical skills in the area of development and to become a part of the team that dynamically work towards the growth of my organization.

**Academic qualification:**

Completed Graduation in Bachelor in Business Administration **(B.B.A.)** from University of Rajasthan (2009-2012)

High secondary school from RBSE (2008-2009)

**Additional qualification:**

* Completed Diploma in Aviation, Hospitality and Travel Management from frankfinn institute of air hostess training (2012-2013).
* Certified with the successfully completion of travel port Galileo GDS Basic & Advance Course.
* Diploma in basic computer knowledge and internet surfing.

**Working experience:**

* Started my career in March 2014 with Indo Thai Airport Management Services Limited based at Jaipur International Airport as a customer service agent Dedicated to Etihad Airways till Jun2016.
* Now started working in Sharjah (UAE) with Genius Group Global (IIMTS) as an Academic Counselor from Sep2016- till date.

### JOB ACTIVITIES (As an Ground Staff)

**A. CUSTOMER SERVICES – ARRIVALS**

* Meet and assist of Passenger requiring special assistance
* Handling Direct Transit passenger (DT`s) including baggage connection
* Monitoring break-up area.
* Assisting passenger in the Baggage Belt Area.
* Filing mishandled baggage cases and follows up for the same.

## B. CUSTOMER SERVICES – DEPARTURES

* Preflight Editing.
* Check-in.
* Monitoring the boarding gate area
* Ramp supervising and Baggage make-up.
* Monitoring of Immigration and Custom Areas.
* Handling Direct Transit passenger including baggage connection.
* Quick turnaround involving “On Time Departure”.

**C. Job Profile with Genius Group Global (IIMTS- Academic Coordinator)**

* At Genius Group Global is group of many companies out if which one of them is IIMTS (International Institute of Management and Technology Studies) where I was selected as an Academic Coordinator.
* Engaging with clients for any university update.
* Managing Material department and examination department.
* Arranging study materials to students and issuing to them.
* Clarifying their academicals doubts.
* Checking and verifying the forms then forwarding the same to each university.
* Collection Coordinator in accordance to follow up with students for remaining balance
* Coordinating and participating with student affairs team for all cultural activities.
* As a part of backend support to monitor and to make record of data up to date.
* Fetching revenue in accordance to make new admissions.
* Handling all the situation in terms of delay in any activities e.g. Books, Certificates, Examination.

## D. Training

* Undergone the many training i.e. SSCI (Sabre sonic check-in), and reservation system (basic).
* WTR native (world tracer) Baggage Department,
* Visa training.
* Ramp safety training,
* SMS training (safety management system).

**Strength:**

Hard worker, Punctual, honest, confident, Eager to learn New Things

**Personal Skills:**

Result oriented, Positive thinking, Quick learner

**Hobbies:**

Singing song, playing, Workout

**Languages:**

Hindi, English, Punjabi, Sindhi

**I consider myself with your required aspects. I am confident of my ability to work in a team. I hereby declare that information mentioned above is true to the best of my knowledge.**