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**HITESH**

**HITESH.355062@2freemail.com**

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**OBJECTIVE:**

A responsible & challenging position that will allow me to explore my capability skills & sense of dedication towards my duties with an aim of seeing the progress of the organization.

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**Profile**:

* Experience in customer care industry.
* Have good customer service skills.
* Complete the given work within the stipulated time.
* Friendly, pleasing mannered, can get along with people of diverse nature.

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**Academic Qualifications:**

* Completed **Higher Secondary Certification** from Maharashtra Board in 2012.
* Completed **Senior Secondary Certification** from Maharashtra Board in 2008.

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**Professional Qualification:**

* Completed “**Diploma in Airport Ground Handling”** from IIFLY Aviation Training Centre **(Rashmi’s Transworld Academy)**, Mumbai.
* Completed “**Diploma in Travel Tourism Management**” from IIFLY Aviation Training Centre **(Rashmi’s Transworld Academy)**, Mumbai.
* Completed “**Amadeus in CRS** (Computer Reservation System)” in Airlines.

**Course Contents:**

* Airport Ground Handling and Travel Tourism.
* Soft Skills Training: Personality Development, Grooming, Interview Skills, Communication Skills & English.
* Seven days course in “Food Presentation”.
* One day Visit to Taj Sats (International Flight Kitchen), for familiarizing myself with Food handling, Food preparation and Galley Loading and Unloading.

**Work Experience:**

**Executive Assistant at Premier Industries (Mumbai, India) from January 2010 to December 2016.**

* Managing the day-to-day operations of the office.
* Planning and scheduling meetings and appointments
* Managing projects and conducting research.
* Preparing and editing correspondence, reports and presentations.
* Researching new technologies and alternative methods of efficiency.

**Associate at Wipro BPO Ltd. (Mumbai, India) for Delta Airlines process from September 2013 to August 2014**

* Researching for alternative solutions, implementing them and escalating unsolved problems.
* Handle all the past complaints with regards to flight disruptions.
* Airline staff related issues through emails in a stipulated time.
* Taking care of passengers with special needs.
* Forwarding complaints of passengers to the respective departments.

**Computer Knowledge:**

* Good knowledge of computer & Internet Surfing. (MS Office)

**Hobbies:**

* Listening to Music
* Volunteering in events
* Car Racing

**Languages:**

* English : Read, Speak, Write
* Hindi : Read, Speak, Write
* Sindhi : Speak

**Personal Details:**

Date of Birth : 20th Jan 1992

Marital Status : Single

Age : 25 years

Gender : Male

Nationality : Indian

**Reference:**

I hereby declare that the above provided information furnished by me is true and correct to the best of my knowledge and belief.