Nerissa



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|  | **E-mail:** nerissa.357217@2freemail.com . |

QUALIFICATIONS ·OFFICE MANAGEMENT (MS Word, MS excel, Photoshop, PowerPoint)

·Trained and Certified in Airport Core Essentials with Indigo Airlines

·Trained and Certified in DGR- Dangerous goods and regulations with Indigo Airlines

* Certified in Human resource management from Arabian Training and Testing Center
* Certified in IATA (International Air Transport Association) from Trade Wings Institute with Galileo System.

EDUCATION

WORK EXPERIENCE

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| --- | --- | --- |
| Bachelors of Arts | July 2009 | — April 2012 |
| St Xaviers College |  |  |
| Bachelors degree in Psychology and Sociology |  |  |
| High School | June 2007 | — April 2009 |
| St Theresa Higher Secondary School |  |  |
| School | June 2004 | — April 2006 |
| Little flower School |  |  |
| Al Khoory Atrium Hotel | 21st june 2016 — 11 March 2017 |
| Telephone Operator |  |  |

**Designation:** Telephone Operator / Guest Service

**Job Description:** Receiving and transferring calls with Avaya System, Guest assistance,check-in and

check out formalities of guest(Opera System),Emails.

Cancellation done and ready to join immediately.

Indigo Airlines March 2015 — March 2016

Customer Service Officer

**Designation:** Customer Service Officer

**Job Description:** Check- in passengers,Amadeus (Sky port snd Sky speed system),Reservation, Boarding gates, Arrivals, Floor

walking and Assisting Passengers, Dispatch.

A load of 180 passengers daily with 70 departure flights and arrival flights with 20 base flights.

 JB ADVANI & Co.PVT. LTD August 2013 — January 2015

Customer Service Executive

**Designation:** Customer Service Executive

**Job Description:** Attending calls, assisting customers with things required, Taking care

of any complaints or appreciations.

Air India December 2012 — April 2013

Trainee

**Designation:** Trainee at booking office into reservation and ticketing.

**Job Description:** Handling booking counter, Pre-flight and post flights checks, groups,

flight delays, booking and canceling of tickets.

Handling Reservation and Tele-sales at the booking office.

INTERESTS Aviation, Tourism, Travel

SKILLS  Good communications skills.

Good Computer Knowledge ( Excel, Word, Power Point)



Multitasking, Fast learner.



Ability to listen and active problem solving skills.



Good interpersonal skills.



Typing Skills.



Training Skills.



Ability to handle pressure or work under pressure.



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