 **PREETI**

**Preeti.361602@2freemail.com**

**CAREER OBJECTIVE:**

Looking forward to work with an organization which provides a challenging work environment where I can work and grow as a professional and make a significant contribution to the organization.

**SPECIALITIES:**

* Excellent customer service skills
* Strong written and spoken communication skills
* A polite and professional approach
* The ability to solve problems
* The ability to deal tactfully with upset or angry passengers/customers

**WORK EXPERIENCE:**

* **Mumbai International Airport Private Limited (MIAL) Feb 9th 2010 – Mar 2013**

**Sr.Security Officer**

* Screening of hold baggage of passengers departing from Mumbai International airport
* Identification of dangerous goods and prohibited items in hold baggage
* Co-ordination with different departments at the airport e.g. CISF, Airlines, Engineers etc.
* Surveillance of all operational areas including CCTV footage monitoring inside and outside the airport
* Offloading of various prohibited articles in passenger baggage
* Maintenance of records
* Record keeping of the staff and allotment of locations at the airport
* Looking after VIP travellers and ensuring special service provided

**Trainings undergone at the Airport**

* Security awareness course
* Basic avsec course and refresher
* Inline screener certification
* DGR certification
* Civil defence course
* Safety management system(SMS)
* Hazard Identification and risk management(HIRA)
* **Jet airways ( TCS) Feb 2009 – June 2011**

**Supervisor (Customer service)**

* Interacts with customers and provides them information regarding products and services
* Helps and resolves any customer complains
* Maintaining customer account, implementing changes to the existing account and filing documents
* Selling products and services of the companies
* **Virgin Atlantic Airlines (WNS) Aug 2007 – Jan 2009**

**CSA**

* Dealing with passengers enquiries about flight departures and arrivals
* Checking in passengers and giving seat numbers
* Giving information to passengers about luggage restrictions
* Taking care of passengers special needs and unaccompanied children’s details
* Calming and reassuring nervous passengers with delay flights
* Keeping a record of frequent flyers and there special request
* **Air Cathay Pacific (AMEADUS) Dec 2005 – July 2007**

**CSA**

* Fare loading and CRS checking
* Answering all calls in a polite manner and professionally direct calls
* Resolving complaints of the customers
* Helping customers with their flights, hotels and other travel plans
* Helping customers with their itinerary changes
* Booking pre meals and seats for the customers

**PROFESSIONAL QUALIFICATIONS:**

* Completed training in airlines fares and auditing from Zero Octa in 2003
* IATA consultant in International fares and ticketing (Distinction) from IHCTM in the year 2003
* Diploma in International fares and ticketing (1st class) from IHCTM in the year 2003.

**EDUCATIONAL QUALIFICATION:**

* TYBSC. in zoology from Mumbai university in the year 2002
* Passed HSC from Mumbai University

**PERSONAL DETAILS:**

Date of birth : 07th May, 1981

Languages Known : English, Hindi and Marathi.

Interests : Listening to Music

Marital Status : Married