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| **Curriculum Vitae** |

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| Name : **DOM**  [**DOM.372802@2freemail.com**](mailto:DOM.372802@2freemail.com) |



Objective

To be associated with a progressive organization that provides an opportunity for a challenging and a rewarding career by applying my knowledge, skills and potential in this profession. I would also like to make positive contribution towards your organization with promoting team spirit and own professional growth.

Academic Qualification

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| **Qualification** | **Institution** | **Year** | **Remarks** |
| SSLC | T H S Puthenchira,Velloor | 2010 | Passed |
| PLUS TWO | Vidhya jyothi,Mathilakam | 2012 | Passed |
| BCA | Deccan Education And Research Foundation | 2015 | Passed |

Professional Qualification

* Diploma in Aviation Travel Tourism And Hospitality Management ZABEEN Airline Academy Kochi
* AIATA UFTA FOUNDATION
* GDS with Galileo And Amedius

Working Experience

* Worked with Ramada Resort Kochi in front office department From June 2012 to December 2012.
* Worked with Neha Aviation Management in Customer Service Department From May 2013 to May 2014
* Worked in Etihad Airline Customer Service Department in Abu Dhabi airport from October 2015 to May 2016
* Worked in Akbar Travels in ticketing from January 2017 to March 2017

Roles and Responsibilities Handled

* Keep front desk tidy and presentable with all necessary material (Pens, forms, paper etc.)
* Greet and Welcome guests.
* Answer question and address complaints.
* Answer all incoming calls and redirect them or keep messages
* Receive letters, packages etc. and distribute them
* Prepare outgoing mail by drafting correspondence, securing parcels etc.
* Check, sort and forward emails
* Monitor office supplies and place orders when necessary
* Keep updated records and files
* Monitor office expenses and costs
* Take up other duties as assigned (travel arrangements, schedules etc.)
* Answered inquiries regarding airplane emergency procedures
* Ensured passengers check-in and accommodation
* Assisted travelers with luggage and on-boarding check-in
* Rebooked passengers on late arrivals by maintaining customer satisfaction without compromising company guidelines
* Deal with the passenger inquiries regarding the arrival and departure of flights and made sure that passengers get on board the correct flight.
* Handled computer system of the Airlines to generate flight reservations and issue boarding passes as well as airline tickets.
* Made public informational announcements
* Verify identification and travel documents to efficiently board passengers for an on-time departure
* Passenger reservations check-in, boarding and including security process.
* Escorted passengers to flights, with special attention to senior, disabled and minor passengers
* Checked in passengers and assisted them with ticketing, baggage and reservation procedures
* Issue boarding pass and check-in passenger baggage
* Reschedule passengers with flight interruptions or further services
* Resolve customers' complaints and other duties as delegated before boarding
* Boarding gate assistance, arrange all passengers on-board on time
* Handle all international flight passengers’ documentation after departure

Personal Attributes

* Team work (ability to affirm and inspire team members).
* Sociable and friendly.
* Hard work
* Punctuality
* Faithfull and conscientious
* Dedicated to the profession
* Ambitious and visionary.

Personal Profile

Date of Birth : 26-11-1993

Nationality : Indian

Gender : Male

Religion & Caste : Christian, R C

Marital Status : Single

Languages Known : Malayalam, English & Hindi

Declaration

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