**PREETHY**

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***Career Objective***

To obtain a challenging position in a leading organization that would facilitate transformation of my ability and skills to create more value for the organization and to myself.

**PROFESSIONAL PROFILE:**

A competent and successful professional working as part of a management team sharing responsibilities and accountability as an employee for the continued success of the organization. Self motivated & committed with the ability to achieve & exceed management expectations and produce desired results.

**ACADEMIC PROFILE:**

Academic Qualifications: Bachelor of Business Administration from Mahatma Gandhi University, Kerala, India.

Professional Qualifications: Diploma in IATA/UFTAA Foundation & EBT Course -

 From Institute of Air Travel Studies, Adoor,Kerala,India.

***Trainings undergone***

* Dangerous Goods Regulations –Trainer: Mr. Srinivas (BWFS).
* Ramp Awareness and Safety–Trainer: Mr. Rajesh Ramamurthy (BWFS, Kochi).
* ACSI Interact Check in - Trainer: Mr. Josy Michael (Instructor, Gulf Air)

**TOTAL EXPERIENCE:**

More than 5 years of extensive experience in Foreign Exchange and Airport Services especially in Passenger Handling in one of biggest international Airports in India. Worked shifts under strict timelines.

***Professional Experience***

***Current job information***

Working as **Customer service officer** in Index Exchange LLC (Formerly Habib Exchange) from 01 December 2016 to till date.

* Effectively understand features and benefits of all index product lines to increase the average transaction value.
* Transferring the Money through Western Union and Remittance to Bank.
* Responsible for accurate balancing of inventories and maintaining cash stock balances.
* Able to complete all day end procedures and maintain customer files( as needed)

***Previous Job Information***

Worked as **Sales Officer** in Travelex-Bahrain from 08thAugust 2014 to 15th November 2015.

***Job Profile***

* Maintain highest level of customer service.
* Generate new business from new and existing clients.
* Ensure compliance to legal and corporate requirements.
* Handling cash operations (buying & selling of currencies, remittance and other in house financial products).
* Complete all day end procedures and maintain customer files.
* Responsible for appropriate attire and overall professional attitude to customers and team.

***Previous Job Information***

Worked at Frankfinn Airhostess Training Institute as **Counsellor.**

***Job Profile***

* Providing counseling to prospective candidates.
* Conversion from Walk-ins to admission.
* Conducting training classes for airhostess Students.
* Generating Daily-weekly Reports.
* Conducting Seminars and Presentations.

***Previous Job Information***

 Worked in Thomas cook India limited as **customer Relationship Executive** dealing Foreign exchange- retail at Cochin International Airport.

***Job profile***

* Customer Service
* Handle Exchanges and customer complaints
* Maintain Registers and Reports
* Maintain Retail Standard

***Previous job information***

Worked for One Year in Bird Worldwide Flight Services as a **Customer Service Host** at Cochin International Airport with Gulf Air.

***Job Profile***

* Checking passenger’s tickets, issuing boarding passes and baggage tags.
* Co ordination with check-in counters, Emigration and BMA.
* Issuing excess baggage receipts.
* Documents checking - passport, visa and other documents.
* Provide special assistance to passengers, If required.
* Meeting arrival flights.
* Baggage handling and tracing (PIR, OHD, DPR).
* Handles arrival rush bags.
* Handling AOG and delayed flights.
* Manual flight handling.

***Computer Skills***

Microsoft Excel, Word and internet applications.

***Languages Known***

English, Hindi, Malayalam,Tamil.

**Declaration**

I hereby declare that all the information given above are true and correct to the best of my knowledge and belief.

 **Preethy**