

**RICKY**

**PERSONAL DATA :**

Mobile No. : C/o 0505891826

Email ID : ricky.379134@2freemail.com

Languages Known : English, Hindi, Konkani & Marathi

Date of Birth : 11th January, 1990

**EDUCATIONAL QUALIFICATION :**

* Passed T.Y.B.Com Examination from **CLARAS COLLEGE OF COMMERCE (2011)**
* Passed H.S.C. Examination from **ST. MARY’S JR. COLLEGE (2008)**
* Passed S.S.C. Examination from **ST. XAVIER’S HIGH SCHOOL (2006)**

**PROFESSIONAL EXPERIENCE :**

 July 2015 to December 2017 **Emirates Airline** reservation

 POSITION – Customer sales and service agent

* Assisting passengers with Emirates flight reservation.
* Assisting passengers with online visa application procedures.
* Assisting passengers with information about their mishandled baggage.
* Taking passengers feedback complaint and compliment

and which is directly reported to supervisors .

January 2012 to January 2015 **Cambata aviation** for Cathay Pacific airlines

POSITION-Assistant supervisor ground staff.

* Assisting at check in counters with their boarding pass for business, economy and premium economy class passengers.
* Assisting transiting passengers to other airlines as scheduled.
* Assisting passengers with procedures of mishandled baggage.
* Responsible for day to day smooth flow of operations for arrival departure and direct transit passengers.
* Assisting unaccompanied minors, aged and passengers with special attention through boarding procedures.
* Assisting airline crew through immigration and custom procedures.

HOBBIES: Playing football and travelling