

**POOJA**

**E-mail Id: -** [**pooja.382160@2freemail.com**](mailto:pooja.382160@2freemail.com)

**Objective:**

To be Associated with an Esteemed Organization which utilizes my Skills to achieve the

Organizational Objectives and provide me a Rewarding Career.

**Education**



* Degree in Commerce from Hemvati Nandan Bahuguna Garhwal University.
* Higher Secondary Schooling from Uttaranchal Board, Dehradun.

**Professional Qualification**:

* Completed Diploma in Airport Management & Customer Care Services From “Avalon

Aviation Academy” Dehradun.

* Diploma in tourism from I.T.I, Rishikesh.

**Work Experience**



**Air India Sats Pvt Ltd**

Worked with **Emirates Airlines (Duty Officer)** From Oct 2013 to Apr 2018.

* Previous Employee **:** Worked as **Duty Officer** at **Emirates Airlines**
* Experience **:** Oct 2013 to Till date

**Job Responsibilities:**

* Overlooking the day to day operations.
* To maintain speed and accuracy on the process.
* To provide correct and relevant information.
* Provide excellent guest service.
* To interpret and process the work as per process flow.
* Managing daily operation to ensure the on time departure with safety.
* Encounter the passenger with forged, counterfeit and expired travel documents.
* Coordinating with Airport Authorities for offloading of inadmissible passengers.
* Managing gates, boarding of passenger reconciliation of passenger.
* Ensuring on time departures.
* Checking in passengers.
* Meeting passenger requirements related to their baggage queries follow up with international station for movement of lost and delayed baggage and raising reports.
* Immediately report and document any discrepancies or irregularities to supervisor.
* Assist other agents, customers and travel agencies with problems and concerns.
* Provide flight information to passenger in case of delay or any other reason.
* Ensuring timely boarding and assistance in boarding.
* Handling MAAS, WCHR, UMNR passengers.
* Handling EBT’s and upgrades passengers.
* Handling oversold diverted, fog flights.
* Enforces and compliance with general safety and security rules and regulations

**Work Experience**



**Bird World Wide Flight Services**

* Previous Employee **:** Worked as **Senior Customer Service Agent** at Airport Services
* Experience **:** Apr 2010 to July 2013

**Job Responsibilities:**

* Was part of both Terminal and Premier Departments.
* Handling of check-in process and boarding hall.
* Making Announcements regarding the flights.
* Making the preflight and the post flight for the revenue accounts

To be active and perform in all the duties of departure and arrivals procedure in flight operations.

* Managing gates, boarding of passenger reconciliation of passenger.
* Ensuring on time departure.
* Meeting passenger requirements related to their baggage queries follow up with international and domestic station for movement of lost and delayed baggage and raising reports.
* Handing MAAS, WCHR, UMNR, EBT’s, CREW co-ordination, Oversold and irregular operations.
* Flight papers and flight clearance co-ordination.
* To be Perform in pre-flight and post flight duties and various records maintain fillings.
* Custom clearance manifest.
* Pre-flight manifest, Post flight manifest, Briefing sheet.
* Daily sales report. TLR and flight coupon record.

**Training and Achievement:**

* Completed 3 month training under **GMR**, New Delhi.
* T.S.A. (Transportation Security Administration) Certified Security Interviewer.
* Fraudulent Document Detection course from U.S. Embassy.
* Canada Visa Regulations, Impostor Detection training from Canadian Embassy
* Indian passport regulations, Fraudulent Detection and Security Features training from Indian Immigration's.
* Airport sales (check -in) from United airlines and Emirates.
* Completed fire safety training organized by DIAL.
* Completed DGR handling training from BWFS, AI SATS and United Airlines.
* Completed soft skills training organized by BWFS AND AI SATS.

**Personal Details:**

Date of Birth : 22 Dec 1986

Nationality : Indian

Visa Status : Visit Visa

Languages Known : Hindi, English Marital status : Unmarried Height : 158cm

Weight : 55kg

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