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**ANIL**

**Email:** **anil.392396@2freemail.com**

**Career Objective:**

To gain experience in the field to utilize my skills, in order to increase productivity of organization and individual growth. I can adjust to any working environment as well as prove to the one of the best.

**Academic Qualification:**

* MBA (FINANCE) POST GRADUATION FROM ACHARYA NAGARJUNA UNIVERSITY 2018
* B-COM(CA) APPEARED CHAITANYA DEGREE COLLEGE FROM AUTONOMOUS HANAMAKONDA 2016
* INTERMEDIATE FROM SRIVIKAS JR. COLLAGE, WARANGAL 2011
* S.S.C PASSED FROM SCHOOL SECONDARY CERTIFICATE, ANDHRA PRADESH IN MARCH 2009

**PROFESSIONAL QUALIFICATIONS:**

* PG DIPLOMA IN AVIATION, HOSPITALITY, TRAVEL AND CUSTOMER SERVICE
* ADVANCED DIPLOMA COURSE IN PRINCIPLES AND PRACTICING OF TOURISM

**SKILLS:**

* 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

**EXPERIENCE:**

**RGI AIRPORT (HYDERABAD)**

 1) I have worked in **spice jet** as **Security executive**  for 10 months

 2) I have worked in **Air India Sats** as **customer service agent** for 18 months

**EXPERIENCE SUMMARY:**

Our day-to-day duties might include:

* Dealing with passenger enquiries about flight departures and arrivals
* Checking in passengers and giving seat numbers
* Providing boarding passes and luggage labels
* Passengers about luggage restrictions
* Weighing baggage and collecting any excess weight charges
* Taking care of people with special needs, and unaccompanied children
* Calming and reassuring nervous passengers
* Responsible for working on the phone and in person to provide information about travel plans for customers.
* This could involve giving the customer information about arrival and departure times, reserving tickets with a particular airline, and a wide variety of other topics.
* Customer service reps are responsible for greeting passengers, guiding them to the proper terminal.
* Explaining airport regulations, and asking for volunteers to take a later flight when one has been overbooked.

**AREAS OF EXPERTISE:**

\_MS OFFICE MS WORD \_RAMP -CARGO \_CHECK IN COUNTERS

\_ SURVEILLANCE ­\_FLIGHT OPERATIONS

**AMBITIONS:**

 To work in a challenging environment and constantly update, adapt to changing Technologies and contribute effectively to the development of the organization.

**Personal Details:**

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**DOB :**  25/06/1994

**Gender :** Male

**Marital Status :** Single

**Language known :** English, Hindi & Telugu

**Blood group** : O+ve

**Hobbies :** Playing Cricket & Listing Music

**Declaration:**