

***NISHAN***

**Nishan.149303@2freemail.com**

### **An EXPERIENCED AIRLINE customer service agent**

 To work with a leading organization in a challenging and creative environment to enhance my skills and to be a key player in the growth of organization.

### **Academic qualification**

* Graduated AIRCRAFT MAINTENANCE ENGINEERING (A.M.E) in mechanical stream from AAE BANGALORE (2009-2012).
* Graduated in BACHELOR OF ADMINISTRATION AND BUSINESS IN AVIATION from KARNATAKA STATE UNIVERSITY.
* Passed 12th under Kerala State Board of Secondary Education (2007-2009) with 60% marks.
* Passed 10th under Kerala State Board of Secondary Education (2007) with 75% marks.

### **Achievements**

* Six Month On Job Training Experience in **TANEJA AERO SPACE & AVIATION LTD, TAMIL NADU.**
* Completed two and half year working experience in IGI AIRPORT NEW DELHI,INDIA for AISATS dedicated to AIR INDIA
* Completed one year working experience as assistant manager in Eshaan communication pvt ltd

### **PROFESSIONAL EXPERIENCE**

**Company : AIR INDIA-SATS**, **INDIRA GANDHI AIRPORT NEW DELHI.**

**Designation: Customer service Agent PAX department dedicated to Air India.**

**Time period: 14 Oct 2013 to 21 March 2016.**

**Roles and responsibilities:**

* *Provide efficient customer service handling.*
* *Perform all checks at the check-in counters for checking in passengers and issue boarding cards and baggage tags.*
* *Maintain a friendly and helpful attitude towards passengers. Establish reasons for no booking where possible.*
* *Allow excess baggage within set parameters and endorse coupons for excess baggage.*
* *Controlling Boarding of passengers at boarding gates..*
* *Print and file pre and post flight documentations.*
* *Deal with telephonic enquiries.*
* *Assist transit passengers with baggage identification where applicable.*
* *Collect security removed articles and take necessary actions thereafter.*
* *Check incoming loads and special handling requirements.*
* *Performing incoming flight meets and collecting incoming documents. Meet and assist arriving Passengers. Ensure timely delivery of arriving baggage.*
* *Checking all the relevant travel documents of the passengers for authentication.*
* *Arrange offloading of no-show / offloaded / self-offloaded passengers and baggage if any.*
* *Providing information to passengers and airport staff in face to face situations*

***Company : TANEJA AEROSPACE AVIATION LTD, Hosur, Tamil nadu.***

***Designation : Aircraft maintenance technician***

***Time period : Jan 2012 to Jun 2012.***

**Roles and responsibilities.**

* *Technical Aviation Experience in MECHANICAL Stream In;*
* *CESSNA CITATION CJ 2+ fitted with WILLIAMS INTERNATIONAL FJ44-3A-24 Engine.*
* *CESSNA-340 fitted with TSIO-520NB Engines, CESSNA-188 fitted with IO-520-AG Engine and Aircraft Tools (HA, JE, LA,PE).*
* *Routine FOD checking.*
* *Associated with licensed/approved AME to carry out DI/WI.*
* *Associated with minor snag rectification as well as component replacement in Mechanical (HA,JE,LA,PE) System.*
* *Familiarization & repair of LEAR JET fitted with TURBOJET ENGINE.*
* *Maintaining aircraft and aircraft parts.*
* *Repair both engine (JET ENGINE & PISTON ENGINE).*

***Company : ESHAAN COMMUNICATION PVT LTD, INDIA (JIO DISTRIBUTION)***

***Designation : Assistant Manager***

***Time period : Jun 2016-Jun 2017***

**Roles and responsibilities**

* *Arrange meetings and events*
* *Preparing reports and financial data*
* *Training and supervising other supporting staff*
* *Fielding telephone calls and account managing*

### **My professional skills**

* *Team player with proven leadership capabilities*
* *Ability to organize, delegate and assign responsibility*
* *Creative person, always ready to challenge the status quo*
* *Excellent communication and presentation skills*
* *Languages known: English, Hindi & Malayalam.*
* *Software knowledge:* ***MS Office, SITA, Amadeus, Galileo, BRS (Baggage Reconciliation System)***

### **PERSONAL DETAILS**

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| **Name** **Father’s Name****Mother’s Name****Sex****Marital Status****Nationality****Languages Known** **VISA STATUS** | :NISHAN . N: A NOUSHAD: SHEHINA M: Male : Single: Indian: English, Hindi, Malayalam:Visiting visa (changeable) |

###  **DECLARATION**

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

Place: Yours faithfully