

# HELEN

# [HELEN.292148@2freemail.com](mailto:HELEN.292148@2freemail.com)

**KEY SKILLS**

* Office Management
* Customer Service
* Teambuilding and Supervision
* Maintaining Policies & Procedures Manuals
* Report & Document Preparation
* Meetings & Events Planning
* Inventory Management
* Expense Reduction
* Record Management

## EMPLOYMENT HISTORY

**Kenya Airways, Dubai International Airport, UAE**

***Customer Service Agent/ Office Administrator –Feb 2011- Feb 2016***

**Tasks involved:**

* Office Administration:
* Handling all routine administrative activities and correspondence.
* Assisting the Station Manager with all office administration.
* Welcoming and assisting walk-in guests with queries related to flights, KQ products and any other queries.
* Responding to queries raised by guests over the phone and via email with regard to tickets, flights, KQ products, baggage and any other issues.
* In charge of office and passenger related inventory and stationery- responsible for timely ordering on company’s internal system and availability at all times.
* Maintaining and checking invoices from suppliers to ensure correct billing & disputing wrong invoices.
* Assisting company Accountants with regard to invoices.
* Maintain utmost discretion when dealing with sensitive topics.
* Ensuring all staff passes are renewed on time & maintaining a record of the same.
* Weekly and monthly reporting to Management.
* Ensuring all supplier contracts are up to date and alerting head office for renewals 02 months before expiry.
* Liaising with other departments for any information required to be communicated /received to and from the guests and employees.
* Organize staff meetings and other events in the office.
* Record/prepare/distribute minutes of staff meetings.
* Coordinating with the guests for mishandled baggage and follow up till closure. Responsible for handling lost baggage claims.
* Flight Operations:
* Supervising the ground handling agent –Dnata, to ensure that they provide quality and timely services in all areas like check in, boarding gates, ramp, baggage area.
* Coordinating with various departments like Flight management unit, MOCON, Load & Trim unit, dispatch, catering, JCR, flight briefing, Stand planning, for smooth handling of flights.
* Providing excellent Customer service to passengers in all areas.
* Responsible for resolution of problems and issues raised by the passengers in all areas.
* Handling Inadmissible/ deportee passengers.
* Profiling passengers and checking their travel documents for travel.
* Handling crew layover, and coordinating with the crew rostering department and the hotel.

**Achievements:**

* Received excellence award for upholding Kenya Airways practices- Maximizing passenger baggage and increasing revenue.
* Decreased office expenditures by implementing needed controls on stock/supplies and standardizing ordering procedures.
* Thorough in checking invoices from suppliers, thus minimizing costs. Saved the company on an average AED 13,000 per month.
* Appreciated by Management for smooth handling of office administration. Earned a reputation for maintaining a positive attitude and producing high quality work.
* Appreciated by Management for being accountable in all areas.

**Garuda Indonesia, Dubai International Airport, UAE**

***Airport Duty Officer – May 2010 – Jan 2011***

**Tasks involved:**

* Involved in setting up the Dubai station, with respect to reporting systems, local SOP’s, setting up the office.
* Preparing all daily and monthly reports.
* In charge of office administration.
* Responsible for supervising and controlling the stationery at the station.
* Responsible for resolution of problems and issues raised by the passengers in all areas.
* Providing excellent customer service to all the passengers.
* Handling the crew layover, and coordinating with the crew rostering department and the hotel.
* Coordinating with various departments like FMU, MOCON, Load & Trim unit, dispatch, catering, etc. for smooth handling of the flights.
* Checking for fraudulent documentation at counters and boarding gates.
* Promoting Key Services of Garuda Indonesia like Visa on Board and assisting passengers with the same.
* Training attended: Fraud documents check, imposter and passenger assessment training by the Dutch Consulate.

**Kingfisher Airlines, Goa Airport, India**

***Senior Guest Services Officer – July 2005 – Feb 2010***

**Tasks involved:**

* Duties at Reservations & Ticketing, Check in, Departures, baggage handling, ramp activities, baggage reconciliation, baggage break up area, boarding gates & escorting special handling guests.
* Preparing Load &Trim documents for Airbus 321,320,319, ATR 42, 72 and A319CJ/ACJ aircrafts, manual and computerized.
* Excellent knowledge of SABRE, check in, reservation & ticketing system.
* Holding certificate on Aviation Security AVSEC certified by Bureau of Civil Aviation Security, India.
* Ensuring excellent Customer service and satisfaction, providing quality and timely service.
* Multitasking of all the duties as demanded by the Manager.
* Responsible for supervising and controlling the stationery at the station.
* Responsible for preparing, dispatching & filing monthly reports.
* Have experience of working with the centralized Load & Trim Unit in Mumbai for 2 months.
* Attended Airport related courses like Airport handling procedures & Guest Excellence, Dangerous goods regulation training for Passenger baggage acceptance, Screening personnel and Load planners, Aviation Security Awareness, Aviation Security, Load and trim documentation training, SABRE Check in and Reservation & Ticketing, Grooming standards for Kingfisher Airlines.

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#### Control Net India Pvt. Ltd, Goa India

#### Customer Service Representative- June 2004- June 2005

**Tasks involved:**

* Assisting US customers telephonically with queries related to the online shopping catalogues.
* Researching various products and preparing online catalogues.
* Preparing call reports and dispatching to concerned departments.

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### Freedom Aero Services Ltd, Goa Airport, India- Charter flights Handling

### *Customer Service Agent- Nov 2001 – May 2004*

**Tasks involved:**

#### Performing all airport duties for international charter flights like Monarch, Air 2000, Condor, Finnair.

* Duties at check in counters, departures, baggage handling, baggage reconciliation, ramp activities.
* Multitasking of all the duties as demanded by the Manager.
* Preparing the Import General Manifest and Export General Manifest for all flights and getting clearance from Customs and Immigrations Offices.

**EDUCATION**

**2001- Bachelor in Commerce- Major in Business Management**

Damodar College of Commerce & Econimics, Goa, India

PERSONAL DETAILS

* Date of Birth 4th June1981
* Nationality Indian
* Other Qualification Diploma in Computer Application