**CURRICULUM VITAE**

ARYA

Email: ARYA.321431@2freemail.com

**CAREER OBJECTIVE**

To seek challenging avenues, where my potential matches that organizations needs
and to contribute to the organizations goal, for betterment of my career prospect and
equipping myself with rich customer care skills.

**PERSONAL SKILLS**

* Good team player, customer Communication with accuracy and tact.
* Punctuality and honorable, being Responsible and enjoy to have responsibilities.
* Quick understandings and fast proceed. Good guidance for the customers
* Highly adaptive to fast changing technologies easily mingle with people and
customers with positive attitude.

**PERSONAL DETAILS**

Nationality : India

Date of Birth : 25/09/1993

Gender : Female

Marital Status : Single

Languages Known : English, Hindi

**EXPERIENCE SUMMARY**

1.

® Employment

* Positioin
* Duration

Trinvadrum International Airport Customer Services Executive 2013-2016

2.

AOCC ( Aircraft Operations Control Center) TVM
Customer Services Executive
Six Month

® tmpioymeni ® Positioin • Duration

3. **Project Done**

Projects : CIAL Project Completed in Cochin Air Port, Kerala

Advanced CSA Techniques, Kuala Lumpur

Airport, Malayasia Positioin : Customer Services Executive

Duration : Three Months

4.

Employment

Positioin

Duration

Tata AIA Life Insurance
Customer Services Executive

One Year

**Duties and responsibilities:**

* Being as a Team member responsible Airline passenger check in, & Tourism operation and Hospitality
* Airline passenger handling and ground operations
* Provide Good Service for the Airport Ramp and Cargo Handling
* Give good support & coordination for the Aviation Security Management team
* Give adequate information with positive attitude and Good service to improve standards of the Airline
* Being as good member of the Airline customer care team to give best service for the passengers to improve the reputation and rating of the Airline belongs to.

**ACADEMIC EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | Name of the Institute | Year of Passing | Percentage of Marks |
| BDA | Airline Academy, Trivandrum in India | 2011-2013 | Passed |
| B.SC | Airline Tourism & Hospitality Management in India | 2013-2015 | Passed |
| NACT | National Aviation Cadetship Training in India | 2015 | Passed |
| Plus 2 | Higher Secondary ( Science ) in India | 2011 | Passed |
| SLC | Secondary School in India | 2009 | Passed |

**Professional Knowledge**

* Airline Travel Tourism Operations & Hospitality
* Airline Passenger Handling & Ground Operation
* Airport Ramp & Cargo Handling
* Aviation Security Management

**COMPUTER SKIL**

Microsoft Office (Word, Excel, Power Point, Internet Acces)

**DECLARATION**

I hereby declared that all statements in this resume are true, complete and correct to the best of my knowledge and belief.

ARYA