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**NAMRATA**

**Namrata.370175@2freemail.com**

**Career Objective: To work for organization where I could apply my experiences and soft skills so as to provide high quality service.**.

**Work Experience**:

**December 2014 - October 2016:**

**Simm Samm Airways**

**Business Development Executive and Corporate Flight Attendant**

* Developing high standards of customer service, safety and security on board aircraft contributing to consistent service excellence.
* Assisting in the purchase of inflight cabin service amenities for specific flights ensuring it is as per customer’s preference and within assigned budget.
* Ensuring services consistently meet clients’ ingoing and evolving needs.
* Executing all aspects of inflight services.
* Making recommendations for improvements and techniques and inflight procedures applicable.
* Developing and maintaining relationships with Guests for Business Development.
* Responsible for presentation service ability and all aspects of aircraft galley and aircraft interiors.

**September 2014 - December 2014**

**Sar Yatra Services Pvt. Ltd.**…Division of SAR AVIATION Pvt. Ltd.

**Operations Manager and Corporate Flight attendant**

* Monitoring all the work process related to smooth operations.
* Menu design and preparation.
* Administration including hotel bookings for all crew transport arrangements.
* Executing all aspects of inflight services.
* Liaising with various Government agencies in respect of having smooth flight operations.

**March 2012 - Nov 2012**

**Turkish Airlines Inc**.

**Executive Assistant to General Manager-India**

* Liaising with DGCA and other Government agencies for updating flight schedules.
* Coordinating with Turkish Embassy for International official matters.
* Compiling weekly reports for submission to head office.
* Monitoring all the work process related to airline and implementing the regulations.
* Managing all work related issues as well as other operational work in absence Country Head.

 **July 2001 - Nov 2010**

Worked with **Jet Airways (India) Ltd.**  at IGI Airport New Delhi, as Supervisor in Customer Services Department.

 **Responsibility:**

* Secure good working atmosphere and environment.
* Monitor continuously the Quality System and the level of conformance.
* Initiate and implement corrective actions to secure quality level.
* Personnel development and management.
* Handling out – station charters from non-station airports.
* Monitoring staff in regard to correct procedures, set company standards and grooming regulations.
* Ensuring adherence to all laid down rules by other departments for a safe and on time departure.
* Taking yearly staff appraisals and maintaining high level of motivation through team spirit and leading by example.
* Responsible for all flight and passenger related areas at the airport while maintaining On-Time departure with the best Customer Service.
* Designing specific allocation related capsules for imparting training to staff.

 **May 2000 - Feb 2001**

 **Trans Bharat Aviation**

 Cabin Crew/ Reservation Assistant.

* Besides flying I was also looking after reservations and ticketing.

**PART TIME**- Doing free lancing as Cabin Crew with **INDO PACIFIC AVIATION & SUPERTECH** since 2012

**Achievements:**

* Promoted as Supervisor in April 2008
* Promoted as Senior Customer Service Assistant in April 2005
* Received appreciation letters from passengers for excellent customer service.

**Trainings:**

* Customer service excellence training.
* Training for airport handling procedures.
* Towards Excellence and Beyond.
* Three months Vocational Training from Hotel Centaur.
* Two months specialized training in Front Office and House Keeping from Hotel Ashok (ITDC Group)
* Training done from Delhi Flying Club for DANGEROUS GOODS REGULATION Training done for AIRCREW AVSEC.

**Professional Qualifications:**

Diploma in International Airlines Travel and Tourism Management from IITC, New Delhi.

**Educational Qualifications:**

**.** AISSCE from KendriyaVidyalaya, (1997).

.Graduation from Jiwaji University {1997-2000} correspondence in Bachelor of Arts.

**Personal Details:**

Date Of Birth  **:** 16’th September 1980

Marital Status **:** Married

Nationality : Indian

Passport : Valid till 2026, having valid UAE residence visa till Apr 2019

Emirates Id : Yes

 Namrata