**DIVYA SURESH**

**Al Muteena, Deira, **

**Emaid id: divya.372063@2freemail.com**

**Objective:**

Seeking a challenging opportunity in an esteemed organization where I can able to implement my ideas acquired through my education and experience and also to enhance my knowledge as well as experience.

**Work Experience:-**

**Company#1**

Company Name : Air India

Location : Madras Anna Airport (MAA), Chennai.

Duration : Nov 2011 - Nov 2012 & Jun 2013 – Sep 2013

Designation : Ground Staff

Team : Customer Service

**Company#2**

Company name : Tripkitchen.com

Location : Nagercoil, Kanyakumary district.

Duration : Jun 2014 – Dec 2014

Designation : Executive Assistant

**Company#3**

Company name : Aagna Global Solutions Pvt Ltd

Location : Nagercoil, Kanyakumary district.

Duration : Jan 2015 – Aug 2015

Designation : Executive Assistant

**Company#4**

Company name : Interglobe Technologies

Location : Chennai

Duration : Oct 2015-July 2017

Designation : Process Associate

**Job Description:**

* Ticket bookings.
* Checking passengers in for flights.
* Assisting disabled passengers or those travelling with young children.
* Giving passengers up-to-date information on flights.
* Assisting passengers with all enquiries, including lost or delayed baggage.
* Assisting staff in carrying out security checks as and when the situation arises.
* Delivering high levels of customer service to passengers and those travelling through the airport.
* Handling all the uploading and downloading of passenger bags from the aircraft.
* Helping passengers on to and off the aircraft.
* Working as Process Associate, I deal with all the agent queries regarding the errors occurred in the **GDS GALILEO for TICKETING, REFUNDS, REISSUANCE, PARTIAL REISUANCE, EMD ISSUANCE, HOTELS, GROUP BOOKINGS, ETC.,**

**Academic Qualifications:**

* **2010 – 2011** Annai Indira Air Hostess Training Academy, Nagercoil, Tamilnadu.

**Diploma** Cabin Crew Management

**Percentage** 83.9

* **2007 – 2010** Womens Christian College, Nagercoil, Tamilnadu.

**UG**  Bachelor of Arts - Economics

**Percentage** 62.7

**Certifications/Trainings:**

* Completed "Tour Guide" training at Annai Indira Training Academy from November 2010 to April 2011.
* Completed "Customer Handling, Receptionist & Telecommunication" training at Hotel Sun World, Kanyakumari from 06 May 2011 to 15 May 2011.

**Computer Skills:**

* Operating System : Windows XP & Windows 7
* Applications : Microsoft Word & Microsoft Excel

**Personal Skills & Hobbies:**

* Reading Books, Listening to Music, Swimming, Dancing, Singing, Drawing.

**Personal Information:**

Date of Birth : 10th January 1990

Gender : Female

Age : 26 Years

Marital Status : Single

Languages Known : English, Tamil & Malayalam (Understand Hindi)

Visa status : Visit (Valid until 26-Aug-2017)

Permanent Address : 1D/181, Indira Nagar,

Vadiveeswaram,

Nagercoil

Kanyakumari District

PIN - 629 002.

**Declaration:**

I hereby declare that the above furnished information is true to the best of my knowledge.

Yours truly,

S.Divya