

Ms. Anindita

Cabin Crew - MBA in Human Resources

*Career Aspiration:*

Possessing an enriched 4 years’ 4 months experience as a high profile cabin crew as well as 2 years of skilled experience in customer handling as a front office executive, I strongly intend to pursue a career in hospitality industry. I am highly willing to work as a key player in challenging & creative environment with committed and dedicated people, which will help me to explore myself & fully realize my potential with high prospects for rewards and recognitions.

# Competency Insight:

* Implement company standards with respect to guest service by ensuring service delivery is efficiently organized and consistently delivered by cabin crew;
* Ensure that the company image and value systems are upheld at all times;
* Ensure strict adherence to company grooming standards;
* Ensure that all DGCA regulations are maintained with respect to safety and compliance.
* Ensure pre & post flight briefings as well as briefings for all guests and manage the IFE System – starting the safety demonstration and entertainment program;
* Establish effective coordination with other cockpit crew & all ground staff.

# Synopsis of Professional Experience Profile:

## Designation: In – flight Executive: from 13/08/2007 till 02/12/2011

**Company: Jet Airways, India**

## Brief Job Description:

* Attending a pre-flight briefing for assigned working positions for the upcoming flight. Taking care of the flight schedule and if there are passengers with any special requirements such as special meal requests, passengers in wheelchairs, VIPs on board, frequent flyer passengers, or the number of infants requiring infant seats on board.
* Carrying out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, checking that all meals are on board (including special dietary requests) relevant landing cards are loaded and first aid equipment is checked.
* Welcoming passengers on board and directing them to their seats, helping with hand luggage or any seating problems.
* Informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away and exists are not obstructed.
* Checking all passenger seat belts and galleys are secure prior to take-off.
* Making announcements and keeping passengers informed of any delays etc and always being visible in the cabin to answer any passenger questions during the flight.
* Serving meals and refreshments to passengers.
* Selling duty-free goods and advising passengers of any allowance restrictions in force at their destination.
* Reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations.
* Giving first aid to passengers where necessary, demonstrating a calm approach at all times.
* Ensuring that passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers, toilets and galley areas.
* Completing paperwork i.e stock control, logging any faults or problems during the flight, liaising with the ground staff.

## Designation: Front Office Executive from 01/04/2005 till 31/05/2007 Company: Refricon, Kolkata, West Bengal, India

**Brief Job Description:** Customer Relationship Officer

* Ensure an effective and efficient reception service is provided to all visitors.
* To welcome and greet all visitors, in person or over the phones
* To answer the phone while maintaining a polite, consistent phone manner using proper telephone etiquette.
* Deal with all general enquiries, explain procedures and make new and follow-up appointments.
* Responsible for keeping the reception area clean, tidy and free from clutter at all times
* Keeping office supplies adequately stocked by anticipating inventory needs, placing orders, and monitoring office equipment.
* Be aware of your surroundings and of the visitors waiting.
* Using your own judgment and communication skills ensure that visitors with no prior appointment but who need consultation are seen in a logical and non- disruptive manner
* Enter visitors’ information on to the computer as required and as appropriate.
* Ensure correspondence, reports, results/scanned etc are filed promptly and in the correct records, ensuring that all recent correspondence is available.

**Skills:** Telephone etiquette, customer service, basic word and excel programs, time management, multi-tasking, organizing, scheduling

# Personality Profile:

| Mature | Friendly | Energetic | Pleasant |Optimistic|

# Professional affiliations:

Diploma in Aviation Hospitality and Travel Management.

# EXTRA-CURRICULAR ACTIVITIES:

| Swimming | Listening to Music | Cooking | Travelling

# Personal Profile

Date of Birth: 12-09-1981 Gender: Female

Language Known: English, Hindi, Bengali. Marital Status: Married

Visa status: UAE Residence Visa (sponsored by husband)

Personal Contact : anindita-387800@2freemail.com

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686

# Academic Profile

MBA in Human Resource from Sikkim Manipal University 2016 Bachelor of Commerce from Calcutta University on 2004

# References

Immediately Available on request

# Declaration

I, Anindita, hereby declare that all information furnished here are true best to my knowledge and belief.