ABDUL

Email: [abdul.388297@2freemail.com](mailto:abdul.388297@2freemail.com)

CUSTOMER SERVICE - AVIATION

**CAREER OBJECTIVE**

To Obtain a challenging position in Ground Handling with a leading airline or Ground Handling Company which I could use my knowledge and skills to contribute towards the growth of the airline and also advantage in my career at the same time.

* Specialized in Aviation Ground Operations
* Training attended at Cochin International Airport - India
* Sound Knowledge of Airport Operations
* Good Knowledge in Customer Service/ Ramp service and DGR

**WORK EXPERIENCE**

* Worked as a Customer Service Agent at **Air India Air Transport Service Ltd (AIATSL).** A dedicated team member of **SILK AIR** at Cochin International Airport Limited. (2017 JULY - 2018 JUNE)

**Duties and Responsibilities:**

Check-in of passengers as per respective airline procedure whilst ensuring a high level of customer service.

* Documents checking of passengers to ensure that the airline/passenger is not in violation of the regulation placed by the Government of different countries.
* Assisting and guiding passengers on the floor ensuring high standards of service are maintained at all times.
* Ensure boarding is completed within the stipulated time to facilitate on time departure of flights.
* Coordinating with BMA, BBA, Ramp, Boarding Gates, SHA & Flight meet.

**ACADEMIC QUALIFICATIONS**

* Bachelor of Business Administration, BBA - Mahatma Gandhi University, India
* Diploma in Aviation Management - CIAL Academy, Cochin International Airport Ltd

**PROFESSIONAL QUALIFICATIONS**

* Diploma in Aviation Management
* DGR & Ramp Safety Course
* Customer Service Course
* Airport Ramp Operations

**PERSONAL SKILLS & DETAILS**

**PERSONAL SKILLS**

* Good Communication skills
* Positive and Optimistic
* Ability to deal diplomatically

**PERSONAL DETAILS**

**Age & DOB :** 22, 06/03/1996

**Language Known :** English, Hindi, Malayalam and Tamil

**Nationality** **:** Indian

**Sex :** Male