DAVID

DAVID-392339@2freemail.com

## Summary

Experienced Customer Service agent with extensive knowledge in commercial airline operations including scheduled & charter services. Highly task oriented, meeting the flight schedule, deliver quality passenger services and meet the service quality expectations of the air carrier, customers & flight crew

## Highlights

* 11+ years of delivering excellence in Airline Services.
* Expertise to lead, manage and develop the provision of service in the areas of passenger, ramp, load control and operations.
* Proficiency in use of SABRE Global Distribution systems
* Well versed with working in a fast paced environment with time constraints to meet published departure goals.
* Excellent people skills including sound verbal and written communications, focused on delivering effective solutions to customers ensuring seamless operations.
* Highly felxible in adapting to working hours as per airline schedules.

# Experience

### SENIOR AIRPORT CUSTOMER SERVICE AGENT

08/2007 – PRESENT

### JET AIRWAYS(INDIA)LTD.

COCHIN INTERNATIONAL AIRPORT, INDIA

* + Process tickets, check baggage, monitor carry-on baggage for size and quantity, and assign seats.
	+ Supervise the loading and unloading of baggage and cargo.
	+ Track information on flight bookings and cancellations & handle denied boarding situations, solicit volunteers, re- accommodate customers.
	+ Manage reservations and help passengers find best alternatives in case of disruptive flights.
	+ Provide information on arrival and departure times, boarding procedures, carry-on regulations and seating arrangements & sensitively manage any customer service issues as necessary.
	+ Coordinate with passengers for mishandling baggage queries.
	+ Routine greeting of passengers at check in counters and assist customers who need assistance boarding
	+ Prepare daily reports of customer activity.
	+ Monitor Ramp area functions.
	+ Manage regular announcements concerning flight arrivals and departures.
	+ Respond to customer inquiries in person and online.

### Trainings & Certifications

* + FIATA Introductory Certification (6 months) 2006 – Air India.
	+ Jet Airways Basic SABRE reservations and ticketing training - Mumbai in 2007
	+ Jet Airways Advanced SABRE Reservations and ticketing training - Mumbai in 2009
	+ Basic Airport handling training - Mumbai in 2009.
	+ Sabre Sonic Check –In (SSCI) training for Jet Airways - Mumbai in 2011
	+ Automated Exchange and Refund (AER) training for Jet Airways - Mumbai in 2011
	+ Back to Basic training for Jet Airways - Mumbai in 2012
	+ Load officer training for Jet Airways - Mumbai in 2013

# Education & Personal Details

* + Bachelor’s Degree in Arts-2006 (University of Kota, India)
	+ Born on 18-Dec-1980. Married.
	+ Indian National. Fluent in English, Hindi and Malayalam.