**Madhurima**

**PROFILE • ABOUT ME**

Friendly and responsible Duty Officer for a large airline chain. Received accolades twice for exceeding expected targets for company revenue and Obtained highest regional client satisfaction scores. Seeking a challenging position in the organization, where my skills, experience and education can be used for professional growth.

**EDUCATION**

|  |  |
| --- | --- |
| BACHELOR OF COMMERCE | Graduated, January 2002 |
| Maghad University |  |
| Maghad, Bihar |  |
| DIPLOMA IN AVIATION & HOSPITALITY MNGT | Graduated, January 2005 |
| Tradewings Institute |  |
| Mumbai, Maharashtra |  |
| **WORK EXPERIENCE** |  |
|  |  |
| DUTY OFFICER | Sep 2008 - Current |
|  | Dubai, United Arab Emirates |

* Handling all allocations as in airport operations including but not limited to arrival and departures, Reservations, guest handling.
* Load and Trim managements which involved weight and balance of the aircraft. I’m currently holding License for Boeing 737-800, 900 ER, Q-400.
* Customer grievances email is looked over by me to ensure timely responses and resolutions
* Also in charge of managing a team of 15 customer service agents and supervisors

TEAM LEADER Apr 2005 - Dec 2007

Cox and Kings Mumbai, India

* Handling sales of international and domestic tour packages

**TRAINING & CERTIFICATIONS**

* License held for aircraft load and trim procedure – Boeing 737-800, 900 ER, Q-400
* Certified on dangerous goods

Bur Juman

Dubai

United Arab Emirates

**Current Position:**

Duty Officer

**Functional Area:**

Aviation

Customer Service

**Total Years of**

**Experience:**

10

**Contact Me**

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**SKILLS**

* Application software: Tally 5.4
* Certified for Amadeus, Australian tourism certification, Navitaire
* Certified on dangerous goods

**LANGUAGES**

 English

 Hindi

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**CAREER HIGHLIGHTS**

* Letter of Excellent Performance received twice for exceeding expected targets for company revenue

– Spice Jet 2016 and 2017

* Letter of appreciation received form Spice Jet for handling a delay of a flight due to weather conditions which prolonged for over 48 hours

**PERSONAL INFORMATION**

Birthday: March 24, 1980

Gender: Female

Nationality: India