

Chitra

# SUMMARY

I am an experienced Customer Services Professional with 7+years of experience in the Airlines and Passenger Services Industry. I had taken a career break for 10 years to be a stay at home mother and raise my children. I am now based in Dubai, United Arab Emirates and am looking to restart my career. I am actively looking for opportunities in the services sector including education management, airlines, airport management, travel, tourism and hospitality.

# AREAS OF EXPERTISE

* Customer services management
* Airport Ground Services

# WORK EXPERIENCE

**Supervisor - Passenger Services -October 2007 – July 2009 (1 year 10 months)**

In this role I had end to end responsibility of the Passenger Services department for Globe Ground India in Chennai. I had to ensure that all customer services targets for the airport operations team were met. I managed a team of over 25 passenger services personnel.

**Assistant Supervisor – Passenger Services – September 2006 – September 2007 (1year 1 month)** I was promoted to Assistant Supervisor - Passenger Services in September 2006. In this role I had additional responsibility managing all administrative operations of Globe Ground India, Chennai. I was also part of the team that managed all the retention and recruitment of talent in the team. A key project carried out in this role was a move to a new office premises in the new Chennai airport terminal.

## Passenger Services Agent – January 2003 -August 2006 (3 years 8 months)

I was part of the team that managed airport ground operations for Lufthansa German Airlines in the Chennai airport. I worked across all areas of passenger services. I was handpicked by the leadership team for specialization in Lost and Found baggage services and attended a training program in Frankfurt, Germany. I managed all passenger communication related to lost, damaged and pilfered luggage. I was designated by the leadership team as the Performance Coach for the Chennai Station. In this role I had to ensure that all the training requirements for the Chennai team were met. This included organizing face to face and virtual training sessions, measurement and maintenance of training metrics and reporting to the station management team.

**Casual Commercial Assistant – November 2001 – Apr 2002 (6 months)**

In this entry level role, I had my first exposure to airline ground operations. I worked across all customer facing, passenger services areas from check in right through to the boarding point.

# AWARDS AND ACCOMPLISHMENTS

* Employee of the year 2005 - Globe Ground, India
* Best employee of the year – 2004 - Globe Ground India
* Team Member – Lufthansa Station of the Month - September 2004 - Lufthansa German Airlines

# TRAININGS AND CERTIFICATIONS

* Aviation Security Awareness Program – Globe Ground India – Chennai - March 2007
* Pictures check in software basic training course – Lufthansa – Chennai - May 2006
* Performance Coach Training Program – Lufthansa – Frankfurt - January 2006
* Local Service Training Mentality Program – Lufthansa – Chennai – July 2004
* Basic Course in Lost and Found for International Staff – Lufthansa - Frankfurt – March 2004
* Fraudulent Document Detection Course – US Department of Justice – Chennai - March 2003
* Passenger Services Basic Course – Globe Ground PAGS – Chennai – Feb 2003

# EDUCATION

Master of Arts in Public Administration Chennai, India 2000-2002

Bachelor of Science in Zoology

 Chennai. India

1996-1999

# VOCATIONAL QUALIFICATIONS

IATA Diploma in Airlines and Travel Academy, Chennai, 2001-2002

IATA Diploma in Sabre Computerized Airline Reservation Chennai, 2002

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YouTube Video CV

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

 View My CV on Gulfjobseeker.com CV Database

 <http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

 Chat with me Live on Zoom

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>