



MANEESHA.M

Contacts

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Al Qusais, Dubai, UAE

PROFILE

Date of Birth : 25 July 1995
Gender : Female
Nationality : Indian
Marital Status : Single
Passport Number : N0748419

Educational Qualification

- BSc. Hospitality and Airline catering Management
2013-2016
Madurai Kamaraj University
- Higher Secondary School Education
2011 - 2013
Board of Higher Secondary Education
Govt. of Kerala
- High School Education
Board of Public Examination
Kerala

LANGUAGES

- ENGLISH
- MALAYALAM
- TAMIL
- HINDI

STRENGTHS & SKILLS

- Quick Learner
- Responsible Attitude
- Good Team Player with an ability to work individually
- Good communicator
- Strong Work ethics
- Hardworking and ability to work under pressure
- Customer service management
- Team Management

OBJECTIVES

Seeking a challenging and progressive career where I could utilize my acquired training and customer Service experience, one that provide opportunity for career growth and personal development.

WORK EXPERIENCE

AIR INDIA SATS AIRPORT SERVICE PRIVATE LTD

Customer service Agent

4 years experience at Trivandrum International Airport

June 2017 - June 2021

Airlines Handled - Air India, Air India Express, Fly Dubai,
Salam Air

Duties and Responsibilities

- ❖ Checked in passengers for domestic and International Travel, using computerized system, verify documents.
- ❖ Interacting directly with the customers and team members to maintain a high level of customer service.
- ❖ Handling Flight embarkation and disembarkation process
- ❖ Manning the arrival and departure gates. This involve attending to customers before they board, after they land or when switching between flights
- ❖ Handling confidential informations
- ❖ Handling special attention required passengers eg, unaccompanied minors, passengers using wheelchairs, Blind and Deaf passengers etc.

COMPUTER SKILLS

Microsoft Office

Hobbies and Interests

- Listening to Music
- Easily Interact with new peoples.



Airline office Handling duties like flight filing and responding promptly to customer inquiries

JOB TRAINING

• AIR INDIA SATS AIRPORT SERVICES PVT LTD

Basic ground Handling
Customer Service Management
Dangerous Goods regulation (DGR-Cat 09)
Aviation Security (AVSEC)
System Training (SITA software)

• Madurai International Airport ,Tamil Nadu, India

Duration 30 days (15/01/2016 – 14/02/2016)

• Chennai International Airport, Tamil Nadu, India

Seminars related to airline and tourism

Declaration

If selected I assure that I would perform to the best of my abilities with exemplary professional approach to reach up to the organizations expectation eagerly with positive response.

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