



AKHIL RAJ R

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SUMMARY

Customer service executive with over four years experience in telephone, email, face-to-face customer service, and office administration. Experience with sales of airline products like tickets, higher class upgrades, and add-on services. Also, have experience in mishandled baggage sections and rebooking. Knowledgeable with office administration, training, marketing, handling customer complaints, and maintaining a positive and friendly disposition. Hoping to use my wealth of experience to attain employment in a perfect role.

PROFESSIONAL SKILLS

1. Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite
2. Comfortable working in both Microsoft Windows 10 and Mac OS X.
3. Outstanding organizational, multitasking, and problem-solving abilities.
4. Highly cooperative and team-oriented
5. Able to work under pressure
6. Quick learner and Good Communication skills
7. Able to work under pressure
8. Interpersonal Skills
9. Good computer knowledge can quickly learn new software

WORK EXPERIENCE

1. 2018 JULY to 2021 JULY

AIR INDIA SATS AIRPORT SERVICES PVT LTD-TRIVANDRUM (INDIA)

CUSTOMER SERVICE EXECUTIVE

Worked as a Customer service executive(controller) in Air India sats airport services Pvt Ltd for Emirates Airlines at Trivandrum international airport. The duty includes customer handling, supervision, complaint registration, documents verification, product sales, training, and administration.

2. JUNE 2017 to JUNE 2018

PINNACLE ACADEMY OF AVIATION MANAGEMENT STUDIES-ATTINGAL (INDIA)

Front Desk Clerk

Worked as front desk staff, role duty's include Created and maintaining office forms, procedures to assist with administrative tasks, Marketing, Processed admission and oversaw fee payments, office management, Greeted and welcomed clients with a warm, friendly, and positive attitude, and accounting.

KEY ACHIEVEMENTS

1. Letter of Appreciation received for service during the industrial strike
2. Letter of Appreciation received for handling flights during coronavirus pandemic time
3. Employee of the month June, November, January

EDUCATION

Qualification	Institute	Year
Bachelor of Business Administration	Bharathiar University Coimbatore	2014 to 2017
IATA-UFTAA Consultant	In House Aviation, Training Academy Cochin	2017
Computer reservation system	Travel port	2016

SKILLS

1. Team Building
2. Interpersonal Skills
3. Hospitality Management
4. Customer Engagement
5. Guest Service Management
6. Receptionist Duties

CERTIFICATIONS AND TRAINING

1. AS Connect Flight Controlling – Emirates- Issued Mar 2020
2. Emirates Service Standards System Training – Emirates-Issued Jan 2019
3. Air India Departure Control System Training - Air India Limited- Issued Sep 2019
4. AS connect DCS Emirates Issued- Jan 2019
5. Dangerous Goods Regulations (DGR) Category 9 - IATA Issued Jul 2018
6. Basic Airfares and Ticketing – In-house aviation training academy Issued Dec 2016

LANGUAGES KNOWN

1. ENGLISH- fluent (speaking, reading, writing)
2. HINDI
3. MALAYALAM- Native language

DECLARATION

I hereby declare that the above-written particulars are true to the best of my knowledge and belief.

AKHIL RAJ R

