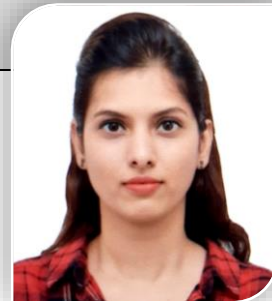


ALANNA CRASTO

CUSTOMER SERVICE PROFESSIONAL

Contact

- Abu Dhabi, UAE
- 00971529086014
- crastoally@gmail.com



SUMMARY

I am extremely Motivated and Resourceful with over 9 years of experience in Customer service and Aviation. Having an excellent reputation as a solution provider, improving customer satisfaction, and driving overall operational improvements. I have consistently saved costs while increasing profits. Management has always found me enthusiastic and eager to contribute to team success through hard work, paying attention to detail, consistency and excellent organizational skills. With a small learning curve I have been self motivated to learn, grow and excel with given opportunities.

AIM

Provided with a better opportunity I seek to perform duties in the service segment as well as enhance total customer experience, while enabling me as someone who better understands the nuances of the business workings of the industry. I am confident communicating with a wide range of people from different ethnic origins. I possess good work ethics and am willing to take on various tasks with the skillset of hard work, adaptability and efficiency that I can bring to the job.

WORK HISTORY

ETIHAD AIRWAYS, Abu Dhabi, UAE

First Class Cabin Crew (2013/10 – 2020/11)

- ♦ Worked with highly trained cosmopolitan professionals (124 nationalities) towards corporate goals.
- ♦ Often hosted several high-profile VIP guests and dignitaries.
- ♦ Strived towards maintaining corporate loyalty and attaining Customer delight.
- ♦ Managing available resources onboard to achieve corporate targets.
- ♦ Contribution towards business and product enhancement, offering feedback through documentation and offering solutions.
- ♦ Exposure to International retail markets.
- ♦ Recognized on several occasions for excellent service/ PR skills.
- ♦ Maintained professional demeanor by staying calm when addressing dissatisfied or aggrieved customers and offering service recovery.
- ♦ Used Aviation expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.

INDIGO AIRLINES, Mumbai, India

Senior Cabin Crew (2011/08 – 2013/09)

- ♦ Meeting and Exceeding Customer Expectations.
- ♦ Worked with India's ex-Leading Domestic and International Airline.
- ♦ Catering to Indian Clientele/Market.

- ♦ Exposure to Indian Cultures and Ethnicity.
 - ♦ Attending to customer grievances and conducting Service Recovery.
 - ♦ Catered to high profile customers.
 - ♦ Operated in compliance with all airline and federal aviation regulations for complete compliance with safety and security procedures.
 - ♦ Reassured and comforted passengers during turbulent flights and unavoidable delays.
 - ♦ Inspected interior of aircraft prior to, during and after flights to make sure emergency equipment was in place and safety and security was maintained.
 - ♦ Maintained firm yet positive attitude when dealing with distressed passengers.
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EDUCATION

2008/05 – 2011/05

Bachelor of Arts-Political Science with Honours.

St. Xaviers College – Mumbai

2006/05 – 2008/05

High School Diploma

St. Xaviers College, Maharashtra, India

1993/06 – 2006/06

Secondary School Certificate

Holy Cross Convent High School – Maharashtra, India

SKILLS

- ♦ Adaptability
- ♦ Willingness to learn.
- ♦ Excellent communication skills.
- ♦ Active listener.
- ♦ Team Player.
- ♦ Integrity.
- ♦ Solution Provider
- ♦ Inter-Personal skills.

LANGUAGES

English, Hindi, Marathi, Konkani

PERSONAL INFORMATION

Currently holding a valid UAE driving license until 2024.

CERTIFICATIONS

2020/11	Certified in Managing Employee Performance by University of Minnesota.
2020/08	Certified in Recruiting, Hiring and Onboarding Employees by University of Minnesota.
2020/06	Certified in Preparing to Manage Human Resources by University of Minnesota.
2019/02	Certificate of Appreciation, Etihad Airways. In Recognition for Excellent efforts and Contributions to the Vatican Charter.
2019/01	Star Of the Month, Etihad Airways.
2018/10	Certificate Of Service for 5 years, Etihad Airways.
2016/10	Crew Control Initial FTL Course, Etihad Airways.
2015/01	First Class Refinement, Etihad Airways.
2014/07	Premium Service Training, Etihad Airways.
2013/10- 2013/12	Cabin Crew Initial training, Etihad Airways.

ACCOMPLISHMENTS

- ♦ Currently volunteering for **Abu Dhabi Police**, called **We are all Police, UAE.**
 - ♦ Volunteered for **Corporate Social Responsibility, Etihad Airways.**
 - ♦ Participated in **Art Challenge** hosted by Zen Club in Etihad Airways.
 - ♦ Participated in **IFikra Challenge** (Platform for Ideas that could maximize the business revenue) hosted by **Etihad Airways.**
 - ♦ Participated in **Voice of Etihad** initiatives hosted by Zen Club in Etihad Airways.
 - ♦ Selected in the **Elite group of Cabin Crew** on charter flights to host dignitaries. Have had the honor to host **His Holiness Pope Francis.**
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