

COVER LETTER

RESHMA P.A

Flat #1001
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Dubai
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Respected Sir/Ma'am,

With due respects, I would love to be part of your esteemed Organization, and I'm excited to applying for the position as an Administrator posted on your Website. Enclosed is my CV for your reference.

I Completed Bachelor's degree in Computer science and have more than 3 years of Administrative experience. During that time, I've gradually built a Strong foundation of knowledge regarding the various tasks and duties required of an office assistant. For instance, I'm now deeply familiar with Secretarial work, data entry, reception, spreadsheets and setting up and maintaining databases, I have also arranged meetings, deal with invoices and other accounts information and taken minutes at formal meetings.

I work confidently and effectively with the Microsoft Office software suite, email and internet systems. I am particularly skilled at formatting and improving the layout of Board and management Documents and presentations.

I understand the importance of office procedures and feel sure that I can provide you with a reliable and accurate service. I am an effective team worker who can develop good working relationships with colleagues and managers alike. I really feel that I can exceed the requirements of the post and am enthusiastic about the type of work that your company does.

I would be pleased to attend for interview at your convenience to allow me to discuss my experience and qualities further. My full Contact Details can be founded on my CV.

Thank you for your Consideration.

Yours sincerely

Reshma P.A

CURRICULUM VITÆ

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OBJECTIVE

Seeking an opportunity that will effectively use my skills in a competent professional advancement in a reputed company; to achieve excellence in job perfection through process of focused approach; phasing working environment that enhances my capabilities, knowledge and experience will substantially add value to the growth and development of the organization and my career.

PROFILE

Self- motivated and hardworking with zeal for professional progress and career advancement through determination and dedication.

PERSONAL DETAILS

- ♦ Visa Status : Employment Visa
- ♦ Nationality : Indian
- ♦ Date of Birth : 14th November 1993
- ♦ Marital Status : Single
- ♦ Passport Number : M4225587
- ♦ Passport Expiry Date : 02th December 2024

ACADEMIC PROFILE

- ♦ Aviation Security Management (Emirates Aviation College).
- ♦ Bachelor's Degree holder from MG University, India. (Bachelor's of Computer Application).
- ♦ Diploma Holder from Board of Technical Education, India (Computer Hardware Maintenance).
- ♦ Board of Higher Secondary Education, India
- ♦ Board of Public Education, Kerala.

SKILLS

- ♦ Excellent communication, interpersonal & presentation skills.
- ♦ Excellent knowledge of the Internet, Email etc.
- ♦ Practical problem solving skills.
- ♦ Great writing ability, grammar, spelling.
- ♦ Remarkable ability to handle the situations & make quick decisions.
- ♦ Strong headed with the ability to maintain the discipline & Cool environment.
- ♦ High level of confidentiality.
- ♦ Ability to work as part of the team/collaborative working.
- ♦ Adaptability flexibility and willingness to learn new tasks.
- ♦ Ability to work under pressure with initiative, reliability and stress tolerance.
- ♦ Familiar with clerical Office work
- ♦ Able to work with Excel and Access on daily basis.
- ♦ Skills in customer Service and team work.
- ♦ Able to communicate effectively

WORK EXPERIENCE

♦ Working as Administrator (RTC) Emirates Airlines (DXB).

Emirates Group Security Dubai Airport

Dubai Airport Free Zone, Dubai/November 2018 – At present.

- ♦ Operating RMS (Roster Management System)
- ♦ Scheduling and managing resource of over 1000 security officer's every day.
- ♦ Response to e-mails received from airlines, customer regarding ground handling request, flight requirements and flight creation.
- ♦ Planning for next shift resource allocations.
- ♦ Observing and coordination of air terminal operations activities based on specific positions, roles and responsibilities as per assigned positions.
- ♦ Monitor the actual operation and perform changes to the planned allocation based on operational requirements and dynamic changes of the flights schedule data over the operational day as delays, aircraft changes etc.
- ♦ Arranging regular team meetings with senior managers to ensure any changes in process and service levels are well communicated.
- ♦ Allocating front line staff to be provided with coaching, training and support to ensure highest level of customer service and security compliance is delivered at all times.
- ♦ Planning staff deployments, dealing with regular ambiguity in form of changes in machine plans due to passenger flows, staff illnesses, technical breakdowns and operational contingencies; whilst ensuring all breaks and rotations are managed in line with current rules and agreements.
- ♦ Track record of delivering results whilst adhering to the budgetary constraints.

Aviation Security – Airside Operations

Dubai Airport Terminal – 3 / May 2018 – November 2018

- ♦ **Passenger Handling.** (Checking documents, Inspecting passenger luggage for any suspicious items, Maintaining order in check in counter).
- ♦ **Baggage Handling.** (Checking the containers and inspecting loading staff, Monitoring the whole baggage process).
- ♦ **Access Control.** (Inspecting and body frisking every authorized person inside the aircraft, Monitoring all the activities around the access control).
- ♦ **Cabin Security.** (Searching and inspecting the aircraft for any suspicious items and any unauthorized items, Checking for mishandled baggage).
- ♦ **Ramp Security.** (Inspecting and body frisking all authorized staff working in that aircraft, Monitoring every activity occurring in and out of the aircraft).
- ♦ **Deportee Guarding.** (Receiving deportees and escorting them to their next).

OTHER EXPERIENCES

- ♦ Worked as Customer Service Representative and System Administrator in Lulu Group International Cochin, India (4 months Experience).
- ♦ Worked as a Software Developer and Website designer in India option Pvt limited, India (1year Experience).
- ♦ Worked as Admin Assistant and front Office Receptionist in Genius Attestation Service Pvt Ltd, Cochin (2 year Experience).

SPECIALIST IN:

- ♦ Crisis Management
- ♦ Risk Management
- ♦ Investigation
- ♦ Decision making
- ♦ Problem solving
- ♦ Training
- ♦ Task allocation/Communication.
- ♦ Reviewing Sales Performance
- ♦ Maintaining Sales Records

PROFESSIONAL EDUCATION

Successfully completed the following courses:

- ♦ Certified on Advanced MS Office Course. (Word, Excel, PowerPoint)
- ♦ Software testing course (Manual + Automation)
- ♦ Software Development and Web Designing Course (PHP, ASP.NET, JAVA)
- ♦ Basic Aviation Security Training.
- ♦ Completed Fire and Safety training at Emirates Aviation Training College with certificate.
- ♦ Aviation Security Training level and recurred.
- ♦ Certified on Security industry regulatory Agency under Dubai Police
- ♦ Completed Dangerous Good Regulations Training.
- ♦ US Flight Operations under Emirates Group Security at Emirates Aviation College.
- ♦ Language for Customer Service Training.

COMPUTER SKILLS

- ♦ Advanced Knowledge in Excel (VBA, MACROS)
- ♦ Work Experience in Operating Systems - Windows, Macs, Linux
- ♦ Strong Knowledge in portfolio of Html5, Css5 and JavaScript's
- ♦ Proficiency in Adobe Photoshop and Adobe Illustrator proficiency
- ♦ Typing speed 50wpm, Computer Management Systems
- ♦ Knowledge in Design and Execute Test cases and Identify defects.
- ♦ Experience in - Planning, Tracking and Reporting of Testing.
- ♦ Knowledge in different types of Testing.
- ♦ Experience in Multiple projects (Hardware and Software).
- ♦ Knowledge in Embedded System.

SELF-APPRAISAL

- ♦ Well organized with excellent documentation skills.
- ♦ Self-motivated and work with minimal supervision.
- ♦ Be able to work well with other people in a team oriented environment, as well as work independently to achieve organizational objectives.
- ♦ Versatile and able to persist with a task until objective is achieved.
- ♦ Capable of working effectively for long hours and honor deadlines.
- ♦ Desire to learn new things.
- ♦ Multitask, Resourceful, flexible, and adaptable.
- ♦ Ability to self-start and learn quickly

DECLARATION

I do here by declare that the information given above is true to the best of my knowledge

Date:
Place:

Reshma P.A