



R. HUBERT SATHIESH

CAREER GOALS

Customer-focused professional with over 5 years of experience with a strong ability to multi-task, prioritize, and manage time effectively. History of success in de-escalating customer issues, enhancing customer experiences and satisfaction, and uniting teams to deliver exceptional service. Looking to take the next career step in customer service and leadership with a private chartered flight company committed to elevating customer travel experiences. Interested in the position of Customer Service Executive in Hospitality & other industries, offering the ability to handle high volume calls, active listening skills, and proven ability to resolve customer complaints in a professional manner.

CONTACT DETAILS:

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Current Address: Sharjah UAE

Permanent Address: Nagercoil, Tamil Nadu, India

✈ EMPLOYMENT HISTORY

Sharjah International Airport

RAMP TEAM LEADER & INHOUSE BRS TRAINER | SEP 2014 - MAY 2021

- Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.
- Address and resolve escalated customer concerns, and assist agents in resolving complex issues.
- Communicate changes in company rules and procedures, and mentor staff to improve performance and efficiency.
- Secure gates by communicating with aircraft and relaying messages to ramp and ticket counter.
- Monitor customer safety during boarding and deplaning, and assist customers in a friendly manner.
- Observe safe ground-handling procedures and maintenance of ground service equipment, including the performance of equipment checks.
- Maintained the safety and security of the ramp at all times
- Complied with all safety procedures and airline policies.
- Constantly communicated with flight crew personnel and other ground personnel.

SILK Airlines Cargo

JUNIOR SERVICE AGENT | AIR CARGO- ANNA INTERNATIONAL AIRPORT CHENNAI

- Handling phone calls and taking orders from customers.
- Supervise the unloading of cargo from containers.
- Ensure cargo items are correctly manifested and loaded to the right flight.
- Keep the records of the arrivals and departures of shippers and maintain records.
- Ensure that high standards of safety and cleanliness are maintained in all the facilities.
- Make bookings in the cargo reservation system and Feed Shipper and consignee details

Bhadra International | Saudi Airlines

CUSTOMER SERVICE AGENT | ANNA INTERNATIONAL AIRPORT CHENNAI

- Greeting and assisting customers in a polite and courteous manner.
- Checking in passengers at the airport and assisting them in the ticketing and reservation procedure.
- In exceptional cases, helping passengers rebook the itineraries and get boarding passes.
- Ushering passengers to the aircraft.
- Answering the client's queries about the arrival and departure timings of the flights.

INDIGO Airlines

CUSTOMER SERVICES | ANNA INTERNATIONAL AIRPORT CHENNAI

- Escorted passengers to flights, with special attention to senior, disabled and minor passengers.
- Checked in passengers and assisted them with ticketing, baggage, and reservation procedures.
- Address passenger concerns regarding seating, connecting flight information, and special assistance.
- Deliver flight release to the crew, record baggage/passenger counts, and reconcile all counts/weights with the crew.
- Verify identification and travel documents to efficiently board passengers for an on-time departure

Live Wel Aviation | Emirates Airlines

CUSTOMER SERVICE AGENT | ANNA INTERNATIONAL AIRPORT CHENNAI

Perform all duties on passengers' arrival

- Greeting, check-in passengers, and verify passengers' departure documents.
- Issue boarding pass and check-in passenger baggage.
- Direct passengers to the immigration office and/or departure gates.
- Comply with all security requirements
- Reschedule passengers with flight interruptions or further services.
- Resolve customers' complaints and other duties as delegated before boarding

CORE STRENGTHS

- Operations Management
- Excellent Customer Service
- Conflict resolution and de-escalation
- Process improvement
- Team leadership
- Highly Organized and dedicated
- Positive attitude.
- Hard-working and committed to work.

PERSONAL PARTICULARS

Age & Date of Birth	32yrs & 16-11-1988
Nationality	Indian
Marital Status	Married
Height & Weight	171 & 70kg
Passport No	T6786664
Passport expiry date	03.07.2029

AIRLINE & GROUND HANDLING CERTIFICATIONS

- Basic Dangerous Goods Regulations from Arabia.
- DEPARTURE CONTROL SYSTEM (DCS) from Indigo Airlines.
- BRS System training from SITA.

ACADEMIC HISTORY

Air Hostess Training | 2009

FRANKFINN INSTITUTE OF AIR HOSTESS TRAINING, CHENNAI

- Aviation
- Hospitality
- Ground handling

B.A in Travel and Tourism | 2012

TAMIL NADU OPEN UNIVERSITY, CHENNAI

Linguistic Proficiency

English	● ● ● ● ●
Tamil	● ● ● ● ●
Malayalam	● ● ● ○ ○
Hindi	● ● ● ○ ○