



# KIRANDEEP SAHNI

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Dubai, UAE

## Skills

Customer Service  
Communication Skills  
Leadership  
Aviation Security and Safety  
Marketing  
Time Management  
Team Management  
Product Development  
Creative Problem Solving  
Lead Development

## Interests

Reading inspirational tales  
Writing Quotes and creative writing  
Traveling  
Volunteer Work/Animal Rescues

## Language

English  
Hindi  
Punjabi

## Objective

I am looking for a challenging job with a dynamic organization that can provide me with opportunities to learn and grow while performing as per the business requirements.

## Experience

- Indus Real Estate** *July, 2020 - Present*  
Sales & Leasing Agent
  - RERA certified
  - Gained the skills to understand the real estate market, establish connections and build business relationships with developers and investors alike
  - Managed international roadshows and campaigns
  - Applied customer care skills honed through the years to develop positive and trusting relationships with customers by addressing individual needs
  - Used the power of social media and marketing to generate leads
- Emirates Airlines** *July, 2016 - August, 2020*  
Cabin Crew
  - Worked in a cosmopolitan environment with internal and external customers from over 150 nationalities
  - Developed interpersonal skills to deal ethically with customers and colleagues of different ages and cultures
  - Developed organizational skills by comfortably completing tasks in limited time
  - Delivered exceptional customer service by proactively anticipating the needs of customers thereby forming brand loyalty to support business needs
  - Gained proficiency in marketing business products and sharpened selling techniques
  - Brought individual creativity to the job role obtaining multiple appraisals and positive feedback from the management as well as the customers as a high performer
- Mascot Model Management** *Nov, 2015 - May, 2016*  
Model and Anchor
- IndiGo** *Sep, 2012 - Nov, 2015*  
Senior Cabin Attendant
- Ace English Academy, Ludhiana, Punjab** *Apr, 2010 - Jul, 2011*  
Customer Relationship Manager/ Front Desk

## Education

- **Frankfinn Institute of Airhostess Training, Chennai** *2011-12*  
Diploma in AHTM (Aviation, Hospitality and Travel Management)
- **Guru Ram Das Academy, Ludhiana Punjab** *May, 2011*  
10+2 CBSE BOARD
- **Guru Nanak Public School, Ludhiana, Punjab** *May, 2008*  
10 CBSE BOARD

## Achievements & Awards

- **2016- Present**
  - Appreciation letters from the management as well as feedback from customers
  - Awarded with Certificates of Excellence
  - Multiple appraisals from seniors in the job role
- **2012- 2015**
  - Appreciation letters awarded by the company for exceptional customer service
  - Rated as a high performer
  - Awarded with Best Grooming Award
  - Awarded with Trainee with Best Technical Knowledge Award
- **2008-2009**  
Quiz Contest (Inter-class and inter-school)
- **2007-2009**  
Debate Contests (Inter-school)
- **2007**  
Declamation (Inter-school)
- **1998-2004**  
Poem Recitation Competitions
- **CULTURALS**
  - Ramp Modeling in Mezora'11
  - Anchoring in Horizon'11 SSC, Ludhiana
  - Participation in various dance and art competitions

## Additional Information

- Birth date: 12 November, 1991
- Height: 170 cms
- Weight: 62 kg