

BHAVESH ANIL DESAI

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PROFILE SUMMARY

- A highly-skilled **Customer Agent** with extensive experience in the Airlines/Aviation Industry
- Excellence in managing the entire gamut of activities entailing to passenger handling department include functions like Smooth Check-In, Ticketing & Reservation, Boarding, BMA (Baggage Make-Up Area), and so on
- Proven ability to deliver excellent customer service to the passengers and those travelling through the airport
- Adept at providing support to the passengers in handling luggage, informing the passengers about the flight arrivals & departures
- Skillful in developing a long-lasting relationship with the passengers through trust, integrity, and services
- Ability to communicating with the passengers in the Japanese language
- Possess a calm, polite, friendly, and diplomatic attitude along with the sound cognizance of airport facilities & regulations
- Articulate communicator with excellent customer service, communication, and interpersonal skills

Noteworthy Accomplishments:

- Awarded multiple times from ANA | Received numerous appreciations from the passengers for over-and-beyond performance

SKILLS

- | | | |
|--------------------------------|-----------------------------------|-----------------------|
| • Ticketing & Reservation | • Check-In Procedures | • Boarding |
| • Boarding Passes Issuing | • Queries & Issues Resolution | • Luggage Handling |
| • Flight Arrivals & Departures | • Customer Service & Satisfaction | • Airport Regulations |

WORK EXPERIENCE

Organization	Designation	Duration
Air India Air Transport Services Ltd., Mumbai, India	Customer Agent	2017 - Nov 2020
Bird Worldwide Flight Services Ind. Pvt. Ltd., Mumbai, India	PSE	2016 - 2017
Cambata Aviation Pvt. Ltd., Mumbai, India	Assistant Supervisor, PAX Department	2013 - 2016

Overall Responsibilities:

- Played a vital role as a Check-in Agent for all Nippon Airways
- Created a brief sheet regarding ANA flight (Arrival & Departures)
- Efficiently handled boarding activities include stubbing, announcements, briefing among staff & allocating duties at the gate
- Provided support to passengers from international terminals to domestic sector flights
- Dealt with passengers regarding cancelled flight involving rebooking, transfer to hotels and other Airlines
- Experience in Airlines check-in systems like the able and bable software
- Proactively identified passenger baggage
- Oversaw baggage handling as per AHL/DPR & OHD etc. and also had sound cognizance of issuance of FIMS, EBT & MCO
- Management of Direct Transit, UMR, Young Pax, VIP, WCHR, INAD, Deportee, and many more
- Handled Transit & Lounge, and Done Pax Check-in Altea System
- Ensured the smooth and efficient flow of Passengers via Queue Combing
- Processed meal order to Taj Catering as per the ANA standard
- A profound comprehension of pre & post distribution of documents required for immigration and customs
- Acted as a Check-In Agent for Swiss International Airline
- Liaised with various departments such as Customs/Immigration and Arrival
- Utilized ALTEA and Swiss Res-System for Reservation

IDBI Bank Ltd., Mumbai, India 2012 - 2013
Back Office Associate (MIS Executive)

- Handled PPF product and utilized bank software to compile and maintain database and excel reports
- Followed up and coordinated with people for PPF product related query and product information
- Prepared reports entailing to direct & indirect taxes as per requirements and other MIS work
- Formulated statements and drafted letters for seniors

EMPLOYMENT HISTORY

Organization	Designation	Duration
S&W Jewellery Pvt. Ltd. (Suraj Group) Bangalore, India	Inventory Executive	2011 - 2012
Asmi Jewellery India Pvt. Ltd. (Gitanjali Group) Mumbai, India	Inventory Executive	2010 - 2011
VPD Consultants Pvt. Ltd., Mumbai, India	Provident Fund (PF) Consultant	2006 - 2007
Ask Courier Services, Mumbai, India	Office Assistant	2004 - 2006
Ornamentation Pvt. Ltd., Mumbai, India	Office Assistant	2003 - 2004

EDUCATION

- Diploma in Financial Management from Welinkar Institute, India - Jan 2010
- Bachelor of Commerce from MPVV College of Commerce, India - Mar 2009

TRAINING, COURSES & PARTICIPATION

- Trained in Altea (Amadeus) & Marvel Reservation System from ANA Direct Staff | Actively participated in ANA'S WAY program for Soft Skills
- Basic knowledge of Computer | Completed Tally Package of 7.2 | MS-CIT Completed with 86% from Kirti Computer |
- Diploma in Computer (D.T.P., MS-Dos, Win 2000, etc.)