



## DEEPA RAJENDRAN

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- Administration/ HR Role
- Operation Manager
- Senior Customer Service Officer
- Tourism & Airline
- Airport operation
- Airline Ticketing & Reservation
- Airport Ground Handling

### PROFILE

Name - Deepa Rajendran  
 Date of Birth - 22-02-1989  
 Relationship - Married  
 Visa Status - Husband Visa  
 Nationality -Indian  
 Languages -English / Hindi /  
 Tamil/Malayalam

### CONTACT

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 Near Sahara Center  
 Al Nahda, Dubai ,UAE

### HOBBIES

- Listening Music
- Art Works
- Travelling
- Photography

### Career Objective:

Seeking to grow in a progressive organization where the blend of my experience and enhanced educational skills can help in achieving the goal of the company.

I have excessive compulsive attitude to do the right thing at the right time and I do respect policies and procedures of a company. I am very pro-active, believe in teamwork, and capable to work under pressurized situations.

### SUMMARY OF EXPERIENCES

- Overall Eleven years of experience in the field of HR/ Administration, Airline, Tourism and Customer Service.
- Excellent leadership, team management and inter personal skills
- Knowledge of office management systems and procedures
- Sales & Marketing
- Excellent customer service Background & handling customer grievances and complaints.
- Company database management
- Assist in the preparation of regularly scheduled reports & Develop and maintain a filing system
- Write and distribute email, correspondence memos, deductions, warnings, letters, faxes and forms.
- Employees documents and file keeping also controlling Salary Certificates / NOC & Passport Control
- Medical, General Insurance and Vehicle insurance
- Handled Holidays & Inbound Tours
- Airline Ticketing & Reservation
- Passenger Handling and Check-In Process
- Passenger Reconciliation at Boarding Gate
- Baggage Reconciliation at BMA& Ramp Duties
- Making Announcements and meeting arrival passengers
- Ensuring feedback from passengers and acting there on
- Profound ability to perform gracefully under pressure and meet deadlines
- Strong willingness to be flexible to project needs
- Ability to perform as part of a team as well as individually

### PROFESSIONAL SKILLS

Administration /HR	<div><div></div></div>	Customer Service	<div><div></div></div>
Office Operation	<div><div></div></div>	Visa Handling	<div><div></div></div>
In Bound Holidays	<div><div></div></div>	Airport Check in	<div><div></div></div>
Excellent Computer skills	<div><div></div></div>	Ticketing & Reservation	<div><div></div></div>

### EDUCATIONAL QUALIFICATIONS:

- **Sikkim Mani pal University, (ICFAI)**2014-2016  
Masters of Business Administration
- **Kerala University, Trivandrum**2006-2008  
Bachelor of Arts
- **State Board of Higher Secondary Education**  
Higher Secondary Education
- **State Board of Public Examination**  
Secondary School Leaving Certificate

### Professional Qualifications

- **Diploma in Airport and Airline Management, 2006-2007** – Airline Training Academy.
- **IATA-DGR-Passenger Handling, Mar2007 –Sep2007-** Airline Training Academy.

## **Additional Roles**

- Records and Document Control
- Passport and Visa Control
- Ticket and Reservation
- Vehicle Insurance & Medical Insurance Control
- Vehicle Rental & Leasing
- Data Control
- Maintaining Staff leave Reports and Medical Claim Report
- Passenger Baggage and Cargo Escort
- Cargo Handling
- Safety of Aircraft & Passengers
- Maintaining Miss- handled Baggage Report.
- Cargo Booking
- Sales & Marketing
- Supervise Customer Service

## **TRAINING**

- Customer Service Training, Maldivian, Trivandrum International Airport
- Maldivian IRIS/IFLY Ticketing and Reservation, Trivandrum International Airport
- CRS - AMEDUS /SABER
- Security Awareness Program, Airport Authority of India, Trivandrum International Airport
- Security Awareness Program, Airport Authority of India, Calicut International Airport.

## **WORK EXPERIENCE**

### **Top Design - Dubai** from August 2019

United Arab Emirates

#### **Senior Administrative Officer- Operations&Marketing**

- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored.
- Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts and office systems.
- Sales and Marketing.
- Build and manage the company's social media profiles and presence, including Facebook, LinkedIn, and additional channels that may be deemed relevant.
- Scope and create templates for our marketing team to be more efficient in their posting on social media, the blog, email, and other channels.
- Develop, lead and execute purchasing strategies.
- Coordinate office staff activities to ensure maximum efficiency.
- Arrange daily meetings for Marketing divisions and provide appropriate details.
- Execute staff attendance and Payroll support for accounts.
- Assist in recruitment, interviewing, selection process and send appropriate correspondence to all applicants in timely manner.
- Supervising operations staff and dividing responsibilities to ensure performance
- Coordinate office activities and operations to secure efficiency and compliance to company policies.

### **Gray line Tourism L.L.C, Dubai** 2017-19

United Arab Emirates

#### **HR Administrator / Customer Service Operation Head**

- Oversee the implementation, entry and use of the HR system .
- Supervise Customer Complaints departments .
- Organize travel arrangement and meeting for management.
- Communicate with management, staff, suppliers and customers to ensure a pleasant work environment.
- Maintain weekly schedules and Task of employees .
- To prepare Salary Certificate, NOC, Deductions, Memos and passport control.
- Manage Staff tickets, vacation control & Cancellations.
- Staff tickets, vacation control & Cancellation Filing documentation.
- Answer employees queries about HR-related issues and employee file document keeping.
- Advising line managers and other employees on employment law and the employer's own employment policies and procedures.
- Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules).
- Medical and General Insurance.
- Follow up Office Rental & Leasing and Vehicle insurance renewal.
- Company Data record Processing and keeping records accordingly.
- Over all control of the full office Administration/Hr Duties and Customer Complaint.

### **Steppe tours L.L.C, Dubai** 2015 – 2017

United Arab Emirates

#### **Operation Incharge**

- Airline Ticketing and Reservation.
- Monitor Visa/ Holidays & Inbound Tours .
- Marketing & Sales.
- Coordinate office staff activities to ensure maximum efficiency.
- Meet monthly Ticketing Sales Targets with the team.
- Maintain all office systems in accordance to the prescribed standards in order to ensure smooth functioning at all times .
- Supervising Customer service staff and dividing responsibilities.
- Providing excellent customer service.
- Coordination with management, staff, suppliers and customers .
- Maintain records and file data according to category Maintain contact lists.
- Maintain weekly schedules and Task of employees.
- Create and update records and databases with personnel, financial and other data
- Maintain staff attendance and Payroll.
- Resolve administrative and operations problems by coordinating preparation of reports, analyzing data, and finding solutions.

## Island Aviation Services (Maldivian Airline) 2010 – 2015

Trivandrum International Airport, Kerala, India (2 ½ Year)

### **Senior Customer Service Officer Cum Admin Incharge**

#### **ACCOMPLISHMENT**

- Appreciation letter from Representative of India - Island Aviation for initiative in facilitating passenger
- Appreciation from Island Aviation for performance of Dual Function, Ticketing, passenger Assistance
- Appreciation Received from Airport Authority of India for the Customer Service
- Appreciation and positive feedbacks from passengers for excellent Customer Service

- Make sure accurate records are kept and appropriate reports are compiled and presented to the Manager
- Supervise all customer queries and complaints in timely and appropriate manner
- Ticketing & Reservation
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
- Update the Human Resource Information system
- Execute staff attendance and Payroll support for accounts
- Maintain records and file data according to category
- Check and arrange daily duties and reports
- Supervise Customer Service and office staffs and provide best service to customers
- Meet personal/customer service team sales targets and call handling quotas
- Liaise with different Organization and agencies including Airlines
- Handle customers on telephone and in person with queries and problems
- Communicate with management, staff, suppliers and customers to ensure a pleasant work environment
- Duties and Responsibilities of Customer service & Administration.

## AIRINDIA, Trivandrum International Airport 2009 – 2010

Trivandrum International Airport, India (1 Year)

### **Airport Ground Handling (Traffic Assistant)**

- Customer Service & Airport Ground Handling
- Submit timely reports and Customers Complaints
- Reservation and Ticketing
- Passenger Handling and Check in process
- Check-In Process
- Assisting VIP and Special Handling passengers
- Ensuring feedback from passengers and acting there on
- Create and update records and databases
- Passenger Reconciliation at Boarding Gate
- Baggage Reconciliation at BMA & Ramp Duties Making Announcements and meeting arrival passengers
- Control customer grievances and complaints.

## INDIAN AIRLINES, Calicut International Airport 2008 – 2009

Calicut International Airport, India (1 year)

### **Airport Ground Handling (Traffic Assistant)**

- Handled many Airlines like Indian Airlines, Srilankan Airlines, Air Arabia, Qatar Airways, and Oman Airways & Rak Airways
- Check in Process & Customer Service
- Passenger Handling
- Assist VIP and Special Handling Passengers
- Meet and Assist, BMA & MHB
- Cargo Booking
- Ticket Reservation
- Baggage Reconciliation
- Making Announcement for the handling Airlines
- Manage phone calls and correspondence (E-mail, letters, packages etc.)
- Ensure smooth Operation of Daily Flight Handling Duties
- Prepare Daily report for sales and Customer service complaints.

Declaration: - \_\_\_\_\_

I hereby declare that the above particulars are true and correct to the best of my knowledge and belief.

Dubai

Deepa Rajendran