

Neethu T S

Customer Service Agent

Admin assistant



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Abu Dhabi, United Arab Emirates 📍

06 October, 1990 📅

WORK EXPERIENCE

Customer Service Agent Cochin International Airport

11/2015 - 02/2020

Cochin, Kerala, India.

Bird World Flight Service Pvt. Ltd.

Achievements/Tasks

- Working for Bird Worldwide Flight Services(Dedicated to GULF AIR) Cochin International Airport.
- Preparation of payments for suppliers and follow-up of receivables from customers. Preparation of statement, handling petty cash. • Assist passengers in check-in and boarding formalities. • Record passenger feedback, customer queries, advice customers on flight disruptions and reservation information. • Review travel documents for irregularities prior acceptance of passengers. • Pre-flight immigration coordination to meet On Time Departure • Coordinate crew/flight Hotel reservations, crew wake-up calls • Flight Boarding & reconciliation. • Handling of Mishandled Baggage with the Help of World Tracer Management .

Contact: Mr. R. K. Suresh Airport Manager, Gulf Air -
sureshravanasamudram@gulfair.com

EDUCATION

Master in Business Administrative (MBA) University of Bharatiyar

03/2013 - 02/2015

India

Courses

- Airlines and Airport Management

Bachelor of Computer Application Madras University

03/2013

Chennai, India

Courses

- Computer Languageing

Higher Secondary Fathimamatha Girls Higher Secondary School

03/2008

Kerala, India

Courses

- Commerce

Secondary Education St. Mary's High School

03/2006

Idukki District, Kerala, India

Courses

- Secondary education

SKILLS

Microsoft Word, Excel. Computer languages

ACHIEVEMENTS

Employee of the month (09/2016)

LANGUAGES

English

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Hindi

Professional Working Proficiency

Tamil

Full Professional Proficiency

INTERESTS

Reading books and listening music.