



AJIL JOHN
DUBAI



Personal information

E-mail : ajilpadiyankulam@gmail.com

Mob No : 971528263406

Date Of Birth : 17/07/1990

Marital Status : Single

Nationality : Indian

Visa Status : Visit Visa



Language known

- English
- Hindi
- Arabic
- Tamil
- Malayalam



Summary

To be a part of an organization that gives the challenges and opportunities to learn and update the knowledge and skills, which can be utilized to benefit the organization. To gain on-the-job exposure and experience by joining an organization, and to enhance the skill through systematic practical experience.



Work Experience

Ain Al Rawya, United Arab Emirates
Front Office Agent

2018-2020

- Answer calls professionally to provide information about product and services.
- Keep records of customer interactions and transactions.
- Follow up to ensure that appropriate actions were taken on customers requests.
- Address guest complaints and requests.
- Process payments and handover to the accounts department.

Meral Oasis Hotel And Resort. Saudi Arabia
Guest Service Agent

2015-2017

- Meeting and greeting guest in the lobby before check-in.
- Assist guest with flight bookings and in city transportation where needed.
- Facilitate check-in and check-out procedure for all guests.
- Answer telephone and in person queries about hotel facilities.
- Ensure cleanliness of all work areas.
- Manage the reservation system and perform bookings.

Bhadra International Pvt Ltd, Trivandrum International Airport
Customer Service Agent

2012-2015

- Check-in passengers (SITA-DCS)
- Verifying travel documents
- Arranging baggage on baggage make up area(BMA) and baggage break up area(BBA)
- Rechecking passengers count at the reconciliation point.
- Meet aircraft upon arrival and assisting in arrival hall and issuing PIR for the mishandled baggage(MHB)
- Prepare GD (General Declaration) and filing EGM and IGM.
- Prepare and update daily reports and flight handling report(FHR)



Educations

Bharathiar University Coimbatore
Master of Business Administration
(MBA)

2013-2015

IATA Montreal Canada
IATA/UFTAA Foundation

2011-2012

<u>Institute of Air Travel Studies (IATS)</u>	2011-2012
Diploma in Airline & Travel Agency Management	
<u>Mahatma Gandhi University</u>	2008-2011
B.Com Computer Applications	
<u>Board of Kerala</u>	2006-2008
Plus Two (Commerce)	
<u>Board of Kerala</u>	2005-2006
SSLC	

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Skills

Computer Reservation System

MS Office

SITA-DCS

MS EXCEL

Data Entry

Strong Customer Relation

Communications

Time Management

Tally

Guest Service

Filing

Additional Qualification

- Successfully completed Ground Operational Manual And Ground Service Manual from Bhadra international Pvt Ltd.
- Successfully completed Basic Aviation Security (AVSEC) training conducted by BCAS(Bureau of Civil Aviation Security)

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Declaration

I declare that the information furnished here is true to the best of my knowledge and belief.

DUBAI

AJIL JOHN