



AKHIL RAJ R

CUSTOMER SERVICE EXECUTIVE

Profile

Customer service executive with over four years experience in telephone, email, face-to-face customer service, and office administration. Experience with sales of airline products like tickets, higher class upgrades, and add-on services. Also, have experience in mishandled baggage sections and rebooking. Knowledgeable with office administration, training, marketing, handling customer complaints, and maintaining a positive and friendly disposition. Hoping to use my wealth of experience to attain employment in a perfect role.

Employment

CUSTOMER SERVICE EXECUTIVE Jul 2018 - Jul 2021

AIR INDIA SATS AIRPORT SERVICES PVT LTD, INDIA

Worked as a Customer service executive(controller) in Air India sats airport services Pvt Ltd for Emirates Airlines at Trivandrum international airport. The duty includes customer handling, supervision, complaint registration, documents verification, product sales, training, and administration.

Front Desk Clerk Jun 2017 - Jun 2018

PINNACLE ACADEMY OF AVIATION MANAGEMENT STUDIES, INDIA

Worked as front desk staff, role duty's include Created and maintaining office forms, procedures to assist with administrative tasks, Marketing, Processed admission and oversaw fee payments, office management,Greeted and welcomed clients with a warm, friendly, and positive attitude, and accounting.

Education

Bachelor of Business Administration Jun 2014 - May 2017

Bharathiar University, Coimbatore

IATA-UFTAA Consultant Jun 2016 - May 2017

In House Aviation, Training Academy, Cochin

Certificates

AS Connect Flight Controlling Mar 2020

Emirates Service Standards System Jan 2019


AirIndia Departure Control System Sep 2019


Achievements


- Letter of Appreciation received for service during the industrial strike
- Letter of Appreciation received for handling flights during coronavirus pandemic time
- Employee of the month June, November, January


Personal details

 AKHIL RAJ R

 arnair9333@gmail.com

 0581696004


 Villa no 14,king faisal street,al humra,umm al quwain united arab emirates

 April 30th, 1996

 INDIA

 Male

 INDIAN

 linkedin.com/in/arnair9333

 VISIT VISA-22/03/2022

Skills

Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite ●●●●●

organizational, multitasking, and problem-solving abilities ●●●●●

Quick learner and Good Communication skills ●●●●●

Able to work under pressure ●●●●●

Highly cooperative and team-oriented ●●●●●

Comfortable working in both Microsoft Windows 10 and Mac OS X ●●●●●

Languages

ENGLISH	●●●●●
HINDI	●●●●●
MALAYALAM	●●●●●

Hobbies

- TRAVEL
- PHOTOGRAPHY
- LISTENING TO MUSIC

References

SARAH THOMAS
EMIRATES AIRLINES, UAE
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HAFIS M N
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DECLARATION

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

AKHIL RAJ