

CURRICULUM VITAE

RAMYA CRASTA

Al Ain United Arab Emirates



MOB: +971526157017

Email: ramyacrasta1612@gmail.com

JOB OBJECTIVE

Seeking a challenging career with a progressive result-oriented organization in the field related to Customer Service from past **03** years, which demands hard work and dedication and offers ample opportunity to prove, improve and grow in professional advancement. To be a productive member of my organization and to deliver my experience and skills for the organization and personal growth

JOB ACCOUNTABILITY:

- Check-in passengers
- Proficient in carrying out document checks. Saudia Airlines operates to various destinations.
- Working knowledge in BMA and BBA.
- Handling arrivals and making PIR,DPR and Clearing Rush Bags.
- Handling Departure Passenger Boarding Procedures.
- Coordinate with departure and arrival Immigration to get airline Clearance.
- Handling cargo Turn around procedures.
- Meet and assist for VVIP/VIP/CIP.
- Assisting Pax needing special attention, including elderly and UMRs.
- Handling Turn around coordination for turn around and base flights.

WORK EXPERIENCE

❖ **Name of the firm :CelebiNas Airport Services India Pvt.Ltd**

Designation :Passenger Service Executive

Dedicated as a Ground handling agent for Saudia Airlines from past 02 years

**SV operates Daily flights to Jeddah/Medina/Riyadh Various Destinations
A772/773/740/741/748/749 . Saudia Hajj charters and Extra section flights.**

❖ **Name of the firm : Malabar Gold & Diamonds Pvt.Ltd**

Designation :Junior Executive-Customer Relations

Work Experience : 01 years.

Strength, Ability & Skills:

- Quick learning ability and to dedicate self to gain expertise
- Ability to effectively interact with Customers and Staff at all levels
- Time conscious in all process of work performance
- Good listener and observer
- Can work under job pressure
- Trustworthy, responsible, punctual and hardworking
- Effective, innovative and creative to be an effective team member
- Gained required expertise on proficiency in computers
- Maintain honesty and integrity in all aspects of the job

Working Skills

- ❖ **Check-in,Boarding and Arrivals**
- ❖ **Baggage Handling**
- ❖ **Baggage Make Up Area Coordination**
- ❖ **General Declaration**
- ❖ **Departure Control System (ALTEA System)**
- ❖ **Issuance of EMD for excess baggage**
- ❖ **Aircraft Turn-around coordination**

Professional Training

- **World tracer management**
- **Altea Customer Management-supervisory**
- **Dangerous Goods CAT -09**
- **Ramp Safety and Security**
- **Safety management System**
- **Bomb Threat**
- **Baggage handling**

EDUCATIONAL QUALIFICATIONS

Qualification	Specialization in	Duration
Diploma	VIBES (Virtual Interactive Business Experiment System) Work Experience in Virtual offices of Manufacturing,Trading & Service Oriented Firms. Financial Accounting Courses.	2015-2016
Higher Secondary School Level	Humanities Government of Kerala	2013-2015
High School Level	Government of Kerala	2012-2013

Proficiency in Computers

- Have acquired experience in **MS-Office.**
- Financial Accounting &Tax
- Business Management
- Internal Assessment
- Accounting Software - Tally
- Accounting Software - Peachtree
- Accounting Software - QuickBooks
- Accounting Software - Tradeasy

PERSONAL PROFILE

NAME : RAMYA CRASTA

Father's Name : GEORGE CRASTA

Date of Birth : 01/09/1997

Gender : Female

Marital status : Single

Nationality : Indian

Blood Group : o +ve

Languages known : English, Hindi, Malayalam, kannada, Konkani, Tulu, Tamil

PASSPORT DETAILS

Passport Number : **P 9868252**

Date of Issue : 24/05/2017

Date of Expiry : 23/05/2027

Place of Issue : Kozhikode

DECLARATION

I do hereby declare that all the information given above are true and correct to the best of my knowledge and belief.

Place :

Date :

RAMYA CRASTA