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|  |  | **Bindu Das**  PHONE: +971 50 7858782  EMAIL: [das.bindu@gmail.com](mailto:das.bindu@gmail.com)  Customer Service, Marketing and Office Administration Professional |
| Profile Customer Service professional with over 12 years of experience in customer care, client services and administration roles with professional organizations like Emirates, Dnata, Fly Dubai etc. Personal details Phone: +97150-7858782  Email: Das.bindu@gmail.com  Date of Birth: 25/4/1979  Nationality: Indian  Marital Status: Married  Visa Status: Spouse Visa functional skills Customer Care and Support  Client Services  Marketing  Office Administration soft skills Effective Communication  Listening Skills  Works well under pressure  Organization  Detail Oriented  Time Management languages English  Malayalam  Hindi computer skills MS Office  Internet training In**-**house Workshops in Customer  Service, Motivation, Communication  Introduction to Civil Aviation and  Airport Passenger Handing |  | WORK EXPERIENCEDnata, Dubai, UAE - Passenger Service and Resource Planning Co-Ordinator Feb 2000 to Sep 2004  - Managed premium class counters and VIP terminals handling high profile passengers  - Managed manpower planning and allocations using RMS software Emirates Airlines, Dubai, UAE - Customer service supervisor/Cabin Crew Sept 2004–June 2010  - Supervised Special Services , First Class and Business Class lounges  - Managed VIP customers  - Managed mishandled passengers for service recovery  - Co-ordinated with Ministry of Health and Airport Medical center for  emergencies.  - Passenger care and safety briefing Fly Dubai, Dubai, UAE – Leave Administrator Dec 2010–Aug 2013  - Managed leave schedules of pilots and crew members  - Supported in daily roaster planning  - Briefed new recruits  **Holistic Healing Center, Dubai, UAE** – **Marketing and Office Administrator**  Oct 2013-Jan 2015  - Managed new clients by counselling and guidance.  - Supported in developing new workshops for the Center  - Managed all administrative activities of the center  **Rhythm Yoga Center, Dubai, UAE – Marketing and Office Administrator**  Dec 2016 – Sept 2017  - Lead marketing initiatives to boost sales  - Planned workshops and programs  - Managed customer queries and concerns  - Managed all office administrative work. EDUCATION- Master’s Degree in Alternate Medicine- A level British Council, Dubaikey achievements **-** Certificate of Appreciation awarded by HH Sheikh Ahmed Bin Saeed Al Maktoum, Chairman Emirates Group for outstanding customer service - Certificate of Appreciation from Emirates Airlines, Singapore Airlines, British  Airways and Saudi Airlines |