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|  |  | **Bindu Das**PHONE: +971 50 7858782EMAIL: das.bindu@gmail.comCustomer Service, Marketing and Office Administration Professional |
| ProfileCustomer 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 detailsPhone: +97150-7858782Email: Das.bindu@gmail.comDate of Birth: 25/4/1979Nationality: IndianMarital Status: MarriedVisa Status: Spouse Visafunctional skillsCustomer Care and SupportClient ServicesMarketingOffice Administrationsoft skillsEffective CommunicationListening SkillsWorks well under pressureOrganizationDetail OrientedTime ManagementlanguagesEnglishMalayalamHindicomputer skillsMS OfficeInternettrainingIn**-**house Workshops in Customer Service, Motivation, CommunicationIntroduction to Civil Aviation and Airport Passenger Handing |  | WORK EXPERIENCEDnata, Dubai, UAE - Passenger Service and Resource Planning Co-OrdinatorFeb 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 CrewSept 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 briefingFly Dubai, Dubai, UAE – Leave AdministratorDec 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  |