



NEETHU NISHAD

Curriculum Vitae

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Area of Expertise

- Air Ticket Booking
- Personal Management
- Customer Interaction
- Human Relation
- Staff Supervision

Educational Background

- ☐ SSLC (Govt. Higher Secondary School ,Kerala)
- ☐ COMMERCE (Govt. Higher Secondary School ,Kerala)
- ☐ BCA(Pilathara Co-Operative Arts & Science College, Kerala)
- ☐ IATA (SAAS,Kannur, Kerala)

Career Objective

Seeking a challenging career where my education and hands-on experience will contribute positively to the growth of the organization that offers opportunities for advancement both as an employee and individual.

Area of Interested

- Ground Staff
- Office Assistance
- Customer Interaction
- Staff Supervision

EXPERIENCE

1. Travel & Tourism –Safiya Travels (15 June 2017–30 November 2017)

Job Role: Ticketing Counter Staff

- Operated Computer Reservation systems ensured accurate processing
- Answered telephone inquiries to book reservations on multiple Airlines
- Maintained calm and composed attitude in all situations
- Input accurate travel information for each ticket
- Made changes to itineraries and seat allocations on request

Other Qualification:

60 days REACH Certification Program done at REACH Pilathara, an initiative of Kerala State Women's Development Corporation on Communication Skills, Soft Skills & Information Technology

Voluntary Activity:

Active member in College NSS unit.

Project :

Mini Search Engine

Languages Known

- English
- Tamil
- Hindi
- Malayalam

Personal Details:

Nationality: Indian

State: Kerala

Marital Status: Married

Date of Birth: 23/01/1993

Passport No: N5122515

Expiry Date: 30/11/2025

Visa Status: Residence

Expiry Date: 08/05/2023

2. Matrix Institute of Accounting & Management (2018 Oct – 2019 Apr)

Job Role: Front Office Administrator

- Answering the telephone, filing, managing appointments and managing the daily office schedule.
- Prepare regular reports on expenses and Office budgets

3. SPEEDWINGS SERVICE in KANNUR INTERNATIONAL AIRPORT (KIAL)

Job Role: Customer Service Agent

- To provide passenger service like meet and greet where we assist up to the boarding gate.
- Fast track services in assisting to take boarding ticket
- Advising passengers of their luggage required wrapping or in providing porters if required.

Skills

- Interpersonal and communication skills
- Good Team Player
- Able to work under pressure with a cheerful attitude
- Punctuality and Patience

Technical Proficiency

- Documentation: Microsoft Office (Excel, Word, PowerPoint)
- Computer Reservation System (Amadeus, Sabre, Galileo)
- Tally ERP9
- Advanced MS Excel

Current Working Status

ASTER HOSPITAL MANKHOOL

Job Role: Locum staff as Data Entry Associate with, Covid Reception, Admission Coordinator and Medical Record (MRD).

Declaration:

I hereby declare that the details furnished above are true to the best of my knowledge and belief. I shall provide the necessary documents when required.

NEETHU NISHAD