**CURRICULUM VITAE**

# NOBLE JOSEPH

Dubai, UAE

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**CAREER OBJECTIVE**

Secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

**SUMMARY**

* **2 Years of Experience as a passenger service executive and Operation Executive with CELBI international representing AIR CANADA air lines from 02nd June 2018 to 12th June 2020 at Indira Gandhi international Airport, Terminal 3,New Delhi, India.**
* **One Year experience as customer service agent of Brandmidas handling agency for jet airways at Indira Gandhi international airport terminal 3, New Delhi, India.**
* **1 year experience as a butler in 5 star resort Vayithiri village resort Vayanad ,Kerala, India**
* **Specialized training and experience in baggage handling /claims and passenger**
* **Effective communication and interpersonal skills**
* **Effective skills on Amadeus and Altea DCS reservation system**

**ACADEMIC QUALIFICATIONS**

# Diploma in travel and tourism consultant

* + **IATA consultant**
	+ **Higher secondary +2 from government of Kerala**
	+ **High school SSLC from government of Kerala**

**RELEVENT SKILLS**

* **Word tracer**
* **Amadeus**
* **Althea DCS**
* **Windows ,Ms office**

**PROFESSIONALEXPERIENCE**

Worked as a passenger service executive and Operation Executive for Celebi representing air Canada From 02th June 2018 to 12th June 2020 at Indira Gandhi international Airport ,Terminal 3 New Delhi, India

RESONSIBILITIES

* **TO Coordinate with various government agencies AAI(airport authority of India**
	+ ),DGCA,BCAS ,Indian customs Indian immigrations ,CISF etc. other Airlines, ground handling agencies with the help of team in coordination with respective flight supervisor to ensure safe ,secure and smooth flight operations
* **To handle reservations during delayed/cancelled flight operations ,DB ,VDB, process, hotel conveyance and other compensation professionally to passengers as per the carrier guidelines**
* **To ensure counter management ,queue management ,dissemination of proper information/guidance to passengers ,supervision of terminal discipline ,standard check in procedures ,enrollment of passengers to airline frequent flyer programs, seat allocation, flight coupon collection baggage reconciliation ,correctness of travel documents of passenger and to report black listed documents to the internal team immediately**
* **To handle multiple tasks at the same time to maintain efficiency and to encourage staff involvement for constant operations improvement**
* **To ensure proper implementations of company policies and procedures and performance standards set forth in carrier handling agreement through supervision and training staff**
* **To handle calls regarding the flight information ,delays ,and miscellaneous queries of passengers as well as of local authorities proficiently**
* **Completed six months job training in food and beverage depart mature**

# CERTIFICATIONS

* **Certificate of diploma in travel and tourism consultant**
* **Certifications in dangerous good regulation training for personal category 9 and 10 issued by IATA**

**EXTRACURRICULAR ACTIVITIES**

* **Listening to music**
* **Watching movies**
* **Playing volleyball**
* **Swimming**
* **Traveling**

**Personal Details**

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| o | **Name** | **:NOBLE JOSEPH** |
| o | **Date of Birth** | **: 18-04-1992** |
| o | **Gender** | **: Male** |
| o | **Marital Status** | **: Single** |
| o | **Nationality** | **: India** |
| o | **Languages Known** | **: English , Hindi, Malayalam, Tamil, basic Italian and Spanish** |
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**Declaration**

**I confirm that the information provided by me is true to the best of my knowledge and belief and I bear the responsibility of the above mentioned particulars.**

**Date: NOBLE JOSEPH**