

JESY ESHACK



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**Career
Objective :**

To pursue a successful, challenging & exciting career that will enable me to use my maximum potential to the benefit of the organization which will in return satisfy my personal goals of self enhancement, enrich my skills and compliment my passions for learning.

Having **12** years outstanding Experience Airport Operations & Customer Service is to pursue a demanding Role within a reputed firm with the approach to take up responsibilities to accomplish organizational goals were in my skills and potentials are being utilized to the maximum; alongside focusing on the scope of enhancing my personal skills & gaining maximum knowledge during my tenure to contribute to the growth of the firm. excellent skill in solving problems, managing staffs and working hard with the rules and regulations set by the firms

PROFESSIONAL & OPERATIONAL EXPERIENCE

JOB RESPONSIBILITIES:

Customer Service & Document Controller

Hala Service Department (2008-Till date)

Sharjah Aviation Services,

Sharjah Airport, Sharjah, UAE

CAREER HIGHLIGHTS:

Responsible to meet, assist and greet Hala Services customers & Passengers at Sharjah International Airport and assisting them through airport procedures, such as immigration, security and baggage drop off or claim to ensure a complete and high-quality service to their onward journey whether arriving or departing the terminal.

Duties & Responsibilities:

Meet, greet and assist passengers, and provide assistance from arrival to their onward transportation, or in case of departing passenger, from check in side to the boarding gate.

- Arrange bookings for Hala Services from the customer service Departure desks in the arrival and departure halls.
- Provide Hala Services in compliance with the operating policies and procedures to ensure high quality service delivery.
- Be aware of all information related to Hala Service offering and provide timely and adequate information to passengers as per their inquiry.
- Operate office equipment such as air-to-ground radio, airport access control, computers and phones as and when required.
- Maintain and update records, MIS, and/or databases of passengers, customers interactions and transactions, feedback, etc.

OPERATIONAL & AVIATION EXPERIENCE

- (Nov 2007 to Apr 2008) - Customer Service Agent
Silk Air, SINGAPORE AIRLINES, TRV Airport.
- (May 2007 to Oct 2007) - Airport Agent, Charters Flight Handling
DÉCORDRAPES, Trivandrum Intl. Airport, INDIA.
- (Jan 2007 to Nov 2007) - Customer Service Executive, Qatar Airways
Trivandrum International Airport, INDIA
- (Dec 2006 to Jan 2007) - Secretary Cum Assistant,
MUSCOT HOTEL, Trivandrum, INDIA

Educational Qualification:

- Bachelor of Science (May 2003 to May 2006)
Kerala University, Kerala, India

Aviation Trainings:

IATA CERTIFICATIONS:

- Certificate in basic usage of Reservation package GALILEO Sys
FRANKFINN, INDIA
- Diploma in Aviation Hospitality & Travel management
(EDEXCEL international Certificate / FIAT certificate)
from FRANKFINN INSTITUTE of Airhostess Training Centre,
(Completed One year of cabin crew training in India).
- SDCS CHEK-IN training in SKYLINE COLLEGE - SHARJAH, UA

AIRLINE & GROUND OPERATIONS CERTIFICATIONS:

- Successfully completed Sita departure control system training
- Dangerous Goods Awareness CAT-10 for Ramp Handling cond
Sharjah Aviation Services.
- Ramp Safety Training conducted by Sharjah Aviation Services.
- General Aviation Security Awareness Training conducted by Sh
Services.
- Certificate Course in basic usage of Reservation package GAL
FRANKFINN, INDIA
- Attended training program on Reservations with AIR ARABL
- On Job training for 3 days in the Capacity of Customer Servic
cover the flight arrival & Departure functions and Passenger
(SKYLINE College, Sharjah – UAE

AIRLINE & GROUND HANDLING CERTIFICATIONS:

- Successfully completed Sita departure control system training
- Dangerous Goods Awareness CAT-10 for Ramp Handling conducted by Sharjah Aviation Services.
- Ramp Safety Training conducted by Sharjah Aviation Services.
- General Aviation Security Awareness Training conducted by Sharjah Aviation Services.
- Certificate Course in basic usage of Reservation package GALILEO FRANKFINN, INDIA
- Attended training program on Reservations with AIR ARABIA AIRLINE.
- On Job training for 3 days in the Capacity of Customer Services Assistant to cover the flight arrival & Departure functions and Passenger handling. (SKYLINE College, Sharjah – UAE)

PERSONAL PROFILE

Date of Birth : 30th May 1985
Gender : Female
Marital Status : Single
Nationality : Indian
Passport Number : L4988029

LANGUAGES KNOWN

English, Hindi, Arabic, Malayalam, Tamil

(JESY ESHACK)