

## SHARON. KS

Dubai, United Arab Emirates

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### Career Objective

As a part of my career plan I look forward a position in highly professional organization where I can utilize my people skills, managing and coordinating initiatives thereby furthering the firm's prospects and at the same time enhancing my expertise.

### Personal Strengths

- ✓ Good communication, planning and organizational skills.
- ✓ Highly developed numeracy and computer literacy skills.
- ✓ Self-motivator and the ability to motivate others.
- ✓ Keeping up to date with industry best practice.
- ✓ Able to work on my own initiative as well as being a team player.

### Professional Experience

Employer : **GLOBAL GROUND INDIA (CGI) – GOA International Airport**  
Designation : **Passenger Service Assistant**  
Duration : August 2019 to October 2020

#### Job Profile:

- ✓ Handling guest arrival with pick up request and arrange the transportation.
- ✓ Assist with guest luggage as and when required.
- ✓ Give all hotel facilities information to the guest and assists them into the car.
- ✓ Inform reception manager, concierge or guest relation officers when VIP on their way to the hotel.
- ✓ Be present at all scheduled flight landings and assist incoming guests with baggage clearance and directing them to transport facilities.
- ✓ Write all the additional instruction for guests or information about guest arrival or departure in the logbook and should be transferred to the expected arrival list of each airport rep.
- ✓ If the pickup is not arranged by the hotel then, Guest should be shown only to the recommended taxi or limousine.
- ✓ Any changes on arrival and departure flight must be reported to Front Office manager and chief concierge.
- ✓ Responsible for good service and maintain close relationship with all official sectors at the airport and most of all, maintain a spirit of teamwork among the hotel's personnel. Submit names and arrival flight numbers to meeting service staff.
- ✓ Ensures the neat of appearance and grooming of airport representative officers.

- ✓ Must follow the working schedule properly. Any changes to be reported and approved by front office manager, assistant front office manager and assistant managers.
- ✓ VIP and VVIP guest to be welcomed at the airport and ensure transportation is arranged.
- ✓ Maintain a good relationship with airline personnel, immigration and custom officers under the guidance of the Manager.

Employer : **ADVANTIS BEYOND LOGISTICS – GlaxoSmithKline and Amaron**  
 Designation : **Back Office Operations**  
 Duration : July 2018 to July 2019

#### Job Profile:

- ✓ Perform daily invoicing functions within the accounting or sales division of a company.
- ✓ To support accounts payable and accounts receivable by generating accurate, complete, and timely invoices using billing software.
- ✓ Perform research and fix billing errors. Issue debit and credit items to resolve these errors
- ✓ Prepare vouchers, receipts, and checks by entering details into a company's financial system on a daily basis, update contracts and add new customer accounts.
- ✓ Responsible for maintaining current records of collected payments, sent invoices, and updated customer information.
- ✓ Providing support to accountants, invoicing supervisors, bookkeepers, and other financial workers within a company is a key responsibility of invoicing clerks.
- ✓ Perform many administrative duties, such as facilitating audits and checking inventory.
- ✓ Prepare reports, assist in account collection, and file records. An invoice clerk also responds to general customer calls when needed.

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### **Professional Qualifications**

- **Advanced Diploma in Logistics & Air Cargo Management**  
 Zabeel International Institute of Management & Technology (Ministry of Dubai, UAE.)  
 Year: 2017 -2018

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### **Educational Qualification**

- **B.Com Travel and Tourism**  
 Mahatma Gandhi University Kerala.  
 Year: 2014 – 2017
- **Higher Secondary Education**  
 Board of Higher Secondary Examination, Government of Kerala, India.  
 Year: 2012 – 2014
- **SSLC - Secondary School Leaving Certificate**  
 Board of Public Examinations, Government of Kerala, India.  
 Year: 2011 -2012

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## Computer Proficiency

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- Expertise in Tally ERP (GST), SAP, Microsoft Office (Word, Excel, PowerPoint)

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## Personal Profile

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|-----------------|---|----------------------------------|
| Name            | : | Sharon. KS                       |
| Nationality     | : | Indian                           |
| Gender          | : | Male                             |
| Date of Birth   | : | 25 February 1997                 |
| Marital Status  | : | Single                           |
| Passport Number | : | S2019997                         |
| Expiry Date     | : | 22/04/2028                       |
| Visa Status     | : | Visit                            |
| Languages Known | : | English, Hindi Malayalam, Tamil. |

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## Declaration

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I hereby acknowledge that the above given information is true to the best of my knowledge and belief.

**Sharon. KS**