



Rameez Raja S R

CONTACT

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CAREER OBJECTIVE

To build a career as a professional in aviation industry in the area of maintenance and for seeking a position in your organization where my potential can be utilized for the betterment of the company concern, and thus to increase my knowledge.

WORK EXPERIENCE

Air India SATS

2015 - 2018

Customer Service Agent

Coordinating the team, supervising different flight operations and ensuring safety and security policies of the airline as well as the company's. Ensuring passenger comfort.

ACTIVITIES & RESPONSIBILITIES :

- Co-ordinations with team to turn around flight in the **minimum ground time**.
- **Supervising** the flight operations.
- Ensuring mandatory travel documentation checks.
- Maintaining **safety and security policies** of the airline as well as the company.
- Ensuring **passengers comfort** in all areas in the airport.
- Service controlling the flight.
- Establishing **healthy potential relationship with passenger**.
- **Spontaneous decision making skill** in unlikely events during the flight operations.

AWARDS & ACHIEVEMENTS :

Won the **Best Staff of the Year(2017)**. Supervised and controlled the flight turn around. Remarkably handled and **controlled delayed overboard flights**. Proved exceptional excellency in handling manual and AOG flights. Have been selected as the **Best Staff for maximum revenue collection for the flight**.

Amina Enterprises

2013 - 2015

Cashier

- Managing all types of transactions with customers.
- Maintaining accounts data and tally the transactions.

PROFESSIONAL SKILLS

- Computer (OS:- Windows(7,8,8.1,10), MS Office) & Internet skills.
- Written & Verbal Communication skills.
- Ability to work under pressure.
- Organisational skills & Leadership qualities.
- Adaptability.
- Multitasking
- Time Management.

EDUCATION

Bachelor of Business Administration in Airport and Airline Management

2013 - 2015

Bharathiyar University

I have achieved my Bachelor of Business Administration in Airport and Airline Management from Bharathiyar University

Higher Secondary

2007 - 2011

Govt. Model Boys Higher Secondary School

Completed my higher secondary schooling from the Kerala State Board of Higher Secondary Education in 2011.

Secondary School

- 2007

M.M.R.H.S.S. Kaimanam, Thiruvananthapuram

Completed my Secondary School from the Kerala State Board of Examinations in 2007.

INTERESTS

- Travelling
- Reading
- Listening to Music

LANGUAGES

- English : Fluent
- Hindi : Communicative
- Malayalam : Native
- Tamil : Communicative

SUMMARY

Goal oriented, productive graduate with effective communication skills and interpersonal skills. Effective critical thinking, organizational and planning experience. Hard work ethic with demonstrated success in both teamwork and individual situation.

REFERENCES

References available upon request.