

PROFESSIONAL EXPERIENCE

A dedicated professional with a drive to provide a remarkable service, also recognized as being creative, practical problem solver with excellent interpersonal skills. Over 2 years of experience as Airport Customer Service Agent and 5 years of experience in HR & Administration.

EMIRATES AIRLINES

Designation – Airport Service Agent

Feb 2018 – Nov 2020

- Check in : Check-in passengers at the check-in counters.
- Queue combing : Directing passengers to dedicated counters i.e. online checked in, families with children, passengers flying to U.S.A, Skywards passengers to skywards counters, group check in.
- Boarding Gates: Boarding Economy, Business and First Class passengers from respective lounges, addressing passenger's queries at the gates if any.
- Hand Baggage Collection: Weighing hand baggage of passengers flying to selective destination and charging them in case of excess baggage.
- SAT Agent: Checking signage's on the aerobridge, playing pre-boarding announcement. Boarding passengers by zone, clearing the holding lounge after boarding over.
- Ramp Coordinator: Preparing ramp slips, managing and boarding passengers in the right bus. Handing over boarding over advice slip to the last bus driver after all the passengers are boarded.
- Chalet: executing remote arrival and departure and tallying with the ramp slip.
- Boarding Coordinator: Communicating with the gate supervisor in the concourse and helping them find the missing passengers.
- Connection Desk: Distributing hotel vouchers and meal vouchers at the time of disruption. Escorting passengers at the time of rush connections.

MAHINDRA AND MAHINDRA FINANCIAL SERVICES LTD.

Designation – Infrastructure & Services – Regional 2nd line

Jan 2017 – Dec 2017

- Looking after 42 branches across Maharashtra.
- Vendor Management, Identifying potential vendors and negotiating tie up clauses for mutual beneficial, issuing empanelment letter and extension letter to vendors.
- Processing bills of vendor through portal.
- Statutory Compliance: Ensuring 100% compliance and updating the system i.e. renewing trade certificate, Shop Act License.
- Travel Assistance: Execution and monitoring of ticketing, car hiring and hotel booking with overall CFR assistance.
- Procurement of non IT assets locally and through H.O. and solving breakdown of non IT assets within TAT.
- Timely disposal of all non IT assets / asset transfer and closure of calls.
- Event management for various meetings and event.
- Branch visits for smooth functioning of day to day activities.

SEVA AUTOMOTIVE PVT LTD

Designation – Senior Executive – Administration

Nov 2015 – Dec 2016

- To check supplier's bills and forward only authorized bills to Account Department for payment
- Calculating and comparing costs for required goods or services to achieve maximum value for money.
- Overlapping HR activities (recruitment, attendance management, salary working, coordinating training and training nomination)
- Directing, coordinating and planning essential central services such as reception, security, maintenance catering and waste disposal.
- Ensuring the building meets health and safety requirements, training assistance, inventory management and solving breakdowns.
- Preparing SOP's.

SEVA ENTERPRISES

Designation – Assistant Manager - HR

Aug 2011 – Nov 2014

- Collection of data: recruitment, scrutinizing CV's, short listing the resume, arrangements of interviews, selection of candidates – offer letter, joining formalities, induction and training, all related documents. Conducting exit interview, issuing experience certificate, issuing NOC's for no dues pending (Recruitment cycle).
- Assisting in preparing SOP's.
- Vendor management, checking supplier's bill and forward only authorized bills to accounts Department for payment.
- Performing RCA and Kaizen
- Leading, managing and developing the staff and organization
- To take care of reimbursement claims of personnel and ensure control and timely payment of the same
- Keeping details of all petty cash expenses with proper approvals from Director.
- Account opening for new joiners.

CRM

- Helping to develop and implement a customer service policy for the entire organization
- Providing help and advice to customers using your organization's products or service
- Investigation and solving customer's problems, which may be complex or long-standing problems.
- Issuing refunds or compensation to customers.
- Keeping accurate records of discussions or correspondences with customers to use.
- Improving customer service procedures, policies and standards for your organization.
- Training staff to deliver a high standard of customer service.

EDUCATION

UNIVERSITY OF PUNE

- Master's in Commerce (M.Com) in Banking (2013-2015)
- Bachelor's in Commerce (B.Com) in Banking (2011)

ADDITIONAL SKILLS

- Proficient in PC Platform in Microsoft Office
- Building strong customer relationships
- Customer service and administration
- Team management
- Training and development
- Vendor management

- Recruitment

LANGUAGES KNOWN

- English
- Hindi
- Urdu
- Marathi

PERSONAL DETAILS

- Date of Birth: 7th November 1988
- Marital Status: Single
- Visa: Residence Visa