

KULJEET SINGH

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CAREER OBJECTIVE

I am keen on associating myself with an Organization of your reputation where I can impart my knowledge towards the work. To work with full sincerity and willingness for the organization I work for.

EXPERIENCE

❖ JET AIRWAYS-

- Working in Jet Airways from year 2015 to till present as Security Assistant on IGIA T3, Delhi
- AVSEC and DG certified
- Travel document Security check of International travelling passenger - Passport, VISA, their travel routine till their destination
- Profiling and systematic observation of International travelling passenger
- Having Experience of security of check-in counter, Ramp security, access control of aircraft, Post and Pre-flight Check, security in BBA, BMA, Security Search and Inspecting of Passenger, SLPC check- if Need then conduct Physical check, also handle the disruptive passenger, Escorting of Valuable items and Cargo
- Security check of catering supplies like food beverages, dry stores, newspaper, magazines, amenity kits and all other items which relates to safety and security of aircraft
- Guarding and Patrolling of aircraft, being able to follow and give directions
- Using metal detectors, assisting in emergency situations
- Baggage scanning in BMA with BRS (Baggage Reconciliation system)
- Monitors the work of Ground Handling and monitor their security performance
- Above same experience in Jet airways Handling flights like Lufthansa, Qatar, Cathay Pacific, Etihad airways, FedEx, British Airways, Virgin Atlantic and Kam Air,
- Experience of BRS in BMA with different categories of airlines like Qatar, Lufthansa, Etihad, Cathay Pacific, British Airways, Virgin Atlantic and Kam Air

❖ 18Months Experience in Customer Service as Customer Service Agent for BWFS at IGIA T3, Delhi

- Responding to customer feedback received through various channels like on phone or face to face
- Organized and Systematic approach to Problem solving
- Accountable and Resilient, Flexibility to respond to a range of different work situations
- Coordinating with other departments for investigation, follow-up, or service recovery actions and finding of customer bag from location like BMA or BBA or EBS
- Worked as Customer Service Agent in Oman Air for BWFS to give the Customer service to passenger, UTM movement, medical case- their escorting, also to provide facilities to passenger on arrival as well as on departure
- solve the problem of customer like Misconnection of flight, baggage missing, lost and found department, also to solve the queries of passenger

ACADEMIC QUALIFICATION

EXAM/ DEGREE	YEAR	NAME OF INSTITUTE	UNIVERSITY/ BOARD	PERCENTAGE
B. A	2013	UNIVERSITY OF DELHI	UNIVERSITY OF DELHI	50
HSC	2009	GOVT. BOYS HIGH SCHOOL	C.B.S.E	55
SSC	2008	GOVT. BOYS HIGH SCHOOL	C.B.S.E	50

EXTRA QUALIFICATIONS

- Diploma in Computer Application - 84%

SKILLS

- Communication, Ability to Work Under Pressure
- Decision Making, Time Management
- Self-motivation, Conflict Resolution
- Being Flexible and physically fit
- Being able to work in a team

STRENGTHS

- My positive attitude, Self Confidence
- Believe in hard work with smart thinking
- Keen and quick learner
- Able to Work under Critical Situation.
- Easy to adopt new Environment to work
- Excellent Communication Skills
- Ready to adopt & work in any given work Environment.
- Willing to learn new things

PERSONAL PROFILE

Nationality	:	Indian
Status	:	Single
Birth date	:	19 May 1991
Language Known	:	English,Punjabi&Hindi
Hobbies	:	Listening Music, SurfingInternet

I hereby certify that the after said facts are true to the best of my knowledge and belief.

Kuljeet Singh

Date