

MAYUR KORDE

A 301 SAI HERITAGE SANT TUKARAM ROAD MULUND EAST, MH 400081 | 983 323 8447 | mayur.k84@gmail.com

Professional Summary

*Polished professional customer service representative with 14 plus years experience in customer care and guest relations offering

*Proven experience providing customer support in hospitality industry*an unwavering commitment to customer service with the ability to build productive relationships, resolve complex issue and win customer loyalty

*Strategic relationship and partnership building skills-listen attentively, solve problem creatively and use tact and diplomacy to achieve win-win outcomes

*Vibrant highly effective at anticipating and accommodating customer needs

Area of expertise

- CUSTOMER SERVICE MANAGEMENT
- PROCESS IMPLEMENTATION
- TEAM LIASIONING
- COMPLAINT HANDLING AND RESOLUTION
- REALTIONSHIP BUILDING
- COST REDUCTION STRATEGIES
- DATA MANAGMENT

Work History

CABIN SUPERVISOR

Nov 2016 - Current

Jet Airways

Mumbai, MH

- Co-partnering with the management using appropriate feedback mechanism to develop products as per customer requirements.
- Proposing cost control measures in order to support the cost reduction strategies
- Analysing departmental documents for appropriate distribution and filing
- Creating customer delight by promptly responding to customer requests and queries
- Responsible for safety and health of the guests as well as the entire aircraft
- Handling the team effectively and keeping them motivated continuously
- Managing difficult situations and taking quick decisions as and when required

SENIOR CABIN CREW

Jul 2007 - Oct 2016

Jet Airways

MUMBAI

- Managing customer queries and requests effectively
- Ensuring quick resolutions of customer complaints
- Creating customer delight by anticipating customer needs & continuously delivering beyond customer expectation
- Conducting pre flight procedure meticulously to ensure safe journey
- Managing time effectively so as to ensure smooth functioning of all the operations

CUSTOMER SERVICE ASSOCIATE

Aug 2005 - Dec 2006

Renaissance Mumbai Convention Centre Hotel

Mumbai, MH

- Exceeded service objectives by utilizing customer service and sales best practices.
- Responded resourcefully to customer requests and concerns.

- Delivered exceptional customer service through acknowledgement, communication and commitment to quality.
- Ensured clients received outstanding service to not only maintain but to extend the relationship for future business opportunities
- Used micros software

Education

BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY: Hotel Management	2005
DR DY PATIL	NERUL NAVI MUMBAI
	2012
H.S.C	Mumbai University
	2009
S.S.C	MUMBAI UNIVERSITY

Personal details

D.O.B : 30 JANUARY 1984

LANGUAGES: ENGLISH ,HINDI ,MARATHI,GUJRATI

GENDER :MALE