

## Kaushik Chandra Sarkar



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### Communication address :

Hno 9, 2<sup>nd</sup> Floor, Pavothra complex  
Opp grampanchayat office  
Hunasamaranahalli  
Bangalore -562157

### Permanent Address:

Flat no4a/05,Akashdeep apartment,  
Noonachandanpukur Bazaar  
Barrackpore ,Kolkata  
District 24 paraganas North  
Pin 700122

### Personal Data :

**Father's Name** : Kartik Ch Sarkar  
**Date of Birth** : 05 Nov 1983  
**Sex** : Male  
**Nationality** : Indian  
**Passport No** : R6981012

### Languages :

Bengali , English, Hindi

## Career Objective

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To be associated with an organization that lends me supportive environment with ample chances to contribute and diversify my knowledge and skills, challenges me intellectually and offers me a good potential for future growth.

## Academic Details

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- B.E from R.S.C.O.E (Affiliated to Pune University ) -2006
- H.S.C from Central Board of Secondary Education - 2001
- S.S.C from Central Board of Secondary Education - 1999

## Summary of Experience

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- **Customer Service Supervisor**, Jet Airways (India) Ltd, Bangalore (Sep 2008 onwards)
- **Customer Service Assistant**, Jetlite (India) Ltd, Hyderabad (Apr 2008 to Sep 2008)
- **Worked as Technical Support Executive** at Serwizol, Hyderabad for BSNL Process (Jul2007-Mar 2008)

## Computer Proficiency

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- Sabre
- M S Office
- Worked on Windows (Win98/Xp/2003, Win2000NT)

## **PROFILE & STRENGTHS :**

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- Excellent inter-personal skills.
- Dedicated , honest and competent professional and capable of handling resources at such level
- Highly motivated and goal-oriented with multi-tasking capabilities
- Good leadership skills and friendly nature.
- Excellent written and oral communication skills
- Ability to work independently, work to attain objective swiftly keeping all parameters in place.
- Excellent customer interfacing/management skills.

## **EXPERIENCE PROFILE**

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Organization : Jet Airways (India) Limited  
Designation : **Supervisor Customer Service**  
Job Nature : Customer Service  
Period : 16 Sep 2008 onwards

### **Job Profile:**

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- Monitoring PTS turnaround times and ensuring smooth flight operations with no disruptions.
- Arranging reservations and routings for passengers, utilising the Sabre system to make the bookings for passengers and effectively communicating fares, policies and procedures to passengers by providing accurate information.
- Ensuring efficient transit / transfer connection process with a pro-active bay management approach.
- Work closely with duty manager and other departments on managing alternates and coordinate on re-accommodation process in event of disruption, misconnection or cancellation of flight .
- Ensure proper allocation of resources and ensure its availability at all times.
- Keep statistical data of all flight related activities.
- Ensure proper dnb, dng or disruption handling across counter so that it doesn't effect other functioning, by proper planning and it's implementation.
- To assist in delivering an on time performance, reduce customer inconvenience and minimize flight delays by monitoring all related aircraft activities through Ramp Agents

and liaise with OCC / Flight dispatch ,Boarding gates, Counter duty managers and other team.

- Maintain a friendly,positive attitude while resolving queries or any issues that arise with distressed passengers & providing all possible assistance to the guest.
- Ensure compliance of all regulatory, safety and security requirements,as required by the Authorities and/or company policies.
- Liaise with various airport agencies for daily operations.

## **JOB ACHIEVMENTS AND ACCOMPLISHMENTS:**

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- Basic Airport Handling training
- Customer Service Excellence
- Telephone Etiquette Training
- Airside Safety Training
- Dangerous Goods Regulations
- Basic AVSEC Exam conducted by BCAS
- Selected for deputation to IXE for establishing international departure and charter handling at Vijaywada and Jodhpur.

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Declaration:

I hereby declare that the above furnished details are true to the best of my knowledge.

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**Kaushik Sarkar**