



**Current Address:- 183 5th main 5th cross, D group layout, Anapoorneshwari Nagar,
Srigandha Kawal, Bangalore-560-091**

Career Objective

Productive, dynamic and ambitious individual seeking an opportunity to work for your esteemed Organization utilizing exceptional customer service and hospitality skills to maximize the satisfaction of customers and increase reputation of employer.

Work Experience

- Serving as a “Cabin Supervisor” in Jet Airways India Ltd. (18th Feb 2011- Present)

Education

- Post Graduation - MBA from Symbiosis Centre for Distance Learning [Diploma in Marketing and Advertising] (2013 – 2016)
- Graduation - Bachelors of Commerce Degree from Baldwin’s Methodist College (2005-2008)
- College - Seshadripuram Pre-University College (2003- 2004)\
- School - B.P.Indian Public School (1992-2002)

Certification And Training

- Certified Line Check Cabin Crew (DGCA)
- Licensed to operate a Fleet of Boeing 737/700/800/900/900ER
- ATR 72-500/600
- Airbus A330/300/200
- Safety and emergency procedure’s
- First Aid, CPR and AED Training

Key Expertise

- With strong emotional intelligence and ability to influence in a positive way with effective, & persuasive communication skills.
- Proven record of taking and accepting responsibility for crew and guests.
- Able to take the initiative to address issues and providing exact and detailed Information to consumers.
- Strong desire to learn company policies in accordance with operations manuals.

Personal Snapshot

- Supervise Safety Standards are adhered with no dilution of set standard operating procedures as per Government, DGCA and Company Operating Standards.
- 05 years experience as an online crew and 01 year as Cabin Crew in Charge.
- Maintain current knowledge of rules and regulations, policies and procedures for the operations of the aircraft and ensure that they conform to regulatory requirements.
- Recommend changes to the training and service delivery team based on crew performance and feedback.
- Conduct on the Job Training (Daily Briefing Sheet).
- Recommend constant innovation and development with regards to products and services as per the best industry practices.
- Strict adherence to company grooming & turn out standards and defined services/safety standards by conducting pre-flight checks, post-flight checks and In-flight Checks.
- Conduct Cabin Crew Safety and Service Performance Assessments.
- Ensure On-Time Performance is maintained
- The crew is assessed, monitored, coached and provide performance feedback.
- Ensure healthy work environment for colleagues in line with Organizational culture.
- Ensure effective Administration, Performance and Operations Management.
- Ensure various complaints, compliments and key concern areas are regularly communicated with performance managers of the department in the company.

Strengths

- Good communication skills
- Team coordinating skills
- Managerial skills
- Sanguine
- Decisive and able to prioritize things as and when needed
- Out-of-the-box thinker

Personal Details

Date of Birth: November 07, 1986
Marital status: Married
Languages: English, Hindi, Kannada & Tamil

Declaration

The above given information is true to best of my knowledge and belief. Thank you for your time reviewing my Resume.