

# ANISHA SAM

## Customer Service Assistant

✉ samanisha1992@gmail.com

🌐 Website/Link



## EXPERIENCE

### Customer Service Agent

#### Jet Airways

📅 11/2017 - Ongoing 📍 Bengaluru, karnataka

The only airline in India to remain full service carrier for 25 years

- Became adaptable to work in shifts.
- Utilisation of product knowledge in making guest travel comfortable.
- Learned guest handling especially PRMD
- Performed various roles in airport operations

### Patient Relation Executive

#### KIMS Hospital

📅 10/2017 📍 Kollam, kerala

It's a multispeciality tertiary care hospital spread out at various parts of kerala and gulf countries

- Learned to be empathetic and also became aware about my fondness towards customer service.

## EDUCATION

### B.tech Aerospace

#### SRM University, Kattankulathur

📅 05/2014 📍 Chennai

GPA

8.15 / 10

### Class XII

#### Kendriya Vidyalaya

📅 2010 📍 Jaipur

GPA

74.6 / 100

## SUMMARY

I have an experience in the domain of Customer Services, particularly in Airport Operations. I have a total experience of 1.4 Years and is currently working as Customer Service Agent at Jet Airways since 1.3 Years.

## LANGUAGES

### English

Proficient



### Hindi

Advanced



### German

Beginner



## STRENGTHS



### Customer Care

Working in the service industry, I've developed the exceptional skills at delivering welcoming service to customers.



### Adaptability

Having worked and studied in different places of the country, I've become accustomed to learning on the job.



### IT Troubleshooting

Proficient in Microsoft suite