

► Jay R Lakhwani

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Personal Details

Date of birth 08th March, 1994
Place of Birth Dubai, (U.A.E)
Nationality Indian
Status Single

Education and Experience

Education

Bachelors of commerce (BCOM)(MAR 2015)
HSC (MAR 2012)
SSC (MAR 2010)

Computers

Good Knowledge of Computer and its Applications, including MS Excel.

Languages

English : Fluent verbally and written
Hindi : Fluent verbally and written

Experience :

1. JET AIRWAYS

Designation: CSA(Customer Service Assistant, Ground staff Operations)
(From 10th June 2015– Currently Working)

Currently Working with **Jet Airways** as Customer Service Assistant for Ground staff Operations,

The Major Job Roles and Responsibility include:

- **Assisting** : Helping and assisting passengers with various needs and ensure smooth Customer Assistance before, after, or between flights
- **Customer Service** : Delivering high levels of customer service to passengers and those travelling through the airport
- **Taking reservations, Issuing tickets, Verifying passenger identification**
- **Boarding gates** : Printing boarding passes at the Boarding gates
- **Counters** : Checking passengers in for flights.
- **Re-routing or re-booking passengers** whose flights have been cancelled or delayed.
- **Floor walking** : Greet and assist the passengers.
- **AOCC** : Aircraft controllers who take in all the aircraft details.
- Ramp - Marshalling, loading and offloading
- Ensuring the **delivery of baggage** and conducting **security screenings** of passengers and their baggage may be required as well.
- **Security Checks** : Assisting staff in carrying out security checks as and when the situation arises.
- **Gates** : Boarding and Arrival Gate Handling
- **Paging** : Verify passenger counts, and announce boarding sections.
- **Information** : Providing flight departure and arrival information.

- Assisting those needing special attention, including the elderly and unaccompanied minors, as well as passengers who have missed their flights.

Skills

Leadership/Management Skills.

Training and development skills.

Communications Skills (listening, verbal, written).

Problem-Solving/ Creativity.

Ensuring a task is completed in the stipulated period of time.

Flexibility/Adaptability/Managing Multiple Priorities.

