

Kevin John D'cruz
301, Prime Rose A,
Lokhandwala Complex,
Andheri (W)
Mumbai - 400053

Dear Sir / Madam,

This pertains to the vacancies in your esteemed company. I am interested in applying when an opportunity arises.

I have attached my detailed resume for your kind attention and perusal.

Below is my brief credential that meet the requirements for the position.

- I have worked in the CRM (Crew resource management) team for 2 years, where I have facilitated the subject based on human factors and developed and used training aids to help better retention of the subject.
- I have over 12 years of experience in customer service as a Cabin Supervisor and International cabin crew.
- I have mentored and audited crew as i function also as a Line check Cabin crew (LCCC)
- I have been french crew with the company officially on their Paris routes.
- I have a pleasant, warm, friendly and assured personality.
- I have a flexible temperament that permits me to quickly adjust and adapt to changes.
- I have a flair for diplomacy to help manage passengers and in-flight colleagues.
- I have had a good grooming standard all through my career and have various Appreciation certificates for my time in Jet Airways.

The experience I have had all these years has made me know how to deal with different situations and jobs with tact and I have learnt to blend firm assertivness with humble politeness.

I would be grateful if you would kindly review my resume and give me an opportunity to grow and serve our customers better.

Thanking you,

Yours Sincerely

Kevin John D'cruz

Email: mars2kevin@gmail.com



Kevin John D'cruz

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CAREER OBJECTIVE:

To work in your esteemed firm, move ahead and better utilize and share my experience and skills to serve others.

CAREER SUMMARY:

- A pleasant well mannered and articulate individual with proven ability to provide a high standard of customer service to enhance a unique customer experience with over 12 years cabin crew/ Supervisor / Auditor/ Trainer experience
- Naturally sensitive to concerns of junior/senior staff members, with an ability to provide timely assistance and guidance to time-line and sensitive tasks.
- Understands the need of the hour and time line goals and has tremendous potential to achieve targets and manage responsibilities.

PERSONAL QUALITIES:

- A good personality and physique.
- A good analytical and helping skill.
- Having a fair composure in provocative hostile situation.
- Easily approachable and friendly nature.
- Good written and oral communication skills.
- Remarkable patience and motivational skills.

COMPUTER KNOWLEDGE:

Well versed with the use of computer applications such as word and knowledgeable in use of spread sheet. Knowledgeable in computer hardware.

ACHIEVEMENTS:

- Received Best groomed crew member appreciation in 2010.
- Received many letters of appreciation from passengers in the last one month and have been consistently reassured by guests in various ways on the service provided.
- Junior and Senior in-flight crew members, trainers and mentors have urged me to become supervisor and then trainer for the Crew Resource team.
- Became Line check Cabin crew in mid 2017
- Became CRM Trainer in early 2017
- Having excellent conduct on and off duty.

EXPERIENCE:

Cabin Supervisor / CRM trainer, Jet Airways From January 07 to Present

- Ensuring safety check done and confirmed the same with Pilots before take-off
- Conducting pre-flight safety / first aid briefing with the crew
- Have undergone training and worked in multi service strata. Eg. Jet Connect Premier Enhanced trained, First class trained, Jet Bistro trained, Avsec certified with a valid US visa
- Stationed on the Boeing B-737,777 and Airbus A-300,200 as Supervisor.
- Trained all departments including Management / Pilots / Engineers / Cabin crew / Despatchers etc in CRM (Human factor) elements, Sexual harassment awareness, Fatigue risk management and other such training courses.
- Have a certification for train the trainer from the organization.

Customer Service Exec., 3G - From May 06 to September 06

- Was responsible for the customer service regarding troubleshooting cellular service and technical support and helped UK clients with related troubleshooting.

Marketing Intern, Readyware Solutions Pvt Ltd – From June 03 to June 04

- Was involved in the sales of computer software and services. Met various head of departments and managers and coordinated their needs along with the company to provide secure periphery linked to Retinal and finger print scanners.

EDUCATION :

B.Sc (Chemistry) Bhavans College, Mumbai University.

Pursuing MBA (Symbyosis - Pune) Distant Education.

PERSONAL DETAILS:

Languages : English, Hindi, Lv 2 French

Date Of Birth : 05/ 05/1983

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