

AAKASH GADANI

Contact Number: + 91 09867580345 / Email Id: aa.gadani@gmail.com

A well-presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure to leave with a lasting positive impression.

EXPERIENCE

Jet Airways Pvt.Ltd, Mumbai (March 2017 to till date)

Title: Cabin Crew

- Responsible for the safety and comfort of passengers
- Dealing with high-net worth individuals in a professional and mature manner
- Contributing to a customer's in-flight experience
- Circulating and collecting customs and immigration documents from passengers
- Dealing with difficult passengers & situations politely but firmly

Intelnet Global Services, Mumbai (December 2016 to March 2017)

Title: Senior Executive

- Handle inbound calls for UK based bank
- Serve clients with relevant information and resolve queries over the phone
- Handling customer grievances

Wipro Limited, Mumbai (July 2015 to December 2016)

Title: IT Engineer

- Checking and processing of all the claims of the third party employees of Wipro at the back office
- Day to day dealings with IT and the management
- Complete support and management of a Banking application at a Client location on behalf of Wipro.

SKILLS SET

- Excellent Communication Skills
- Immense exposure to the fast paced and high profile work environment.
- Excellent customer service skills.
- Good knowledge of Microsoft, Windows and the internet

EDUCATIONAL QUALIFICATION

Narsee Monjee College of Commerce and Economics, Mumbai

- Currently pursuing my MBA in HR through a part time program offered by the institution.

KC College, University of Mumbai

- Bachelors in Bio-technology - 2015
- Higher Secondary School Certificate - 2012

Palm Beach School, Mumbai

- Secondary School Certificate - 2010

PERSONAL DETAILS

Date of Birth: 24th December 1993

Marital Status: Single

Languages Known: English, Hindi, Marathi, Gujarathi, and Bengali