

# Sumeet Seth

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Date of Birth    01<sup>st</sup> February 1981

## **Work Experience**

### **Working with Jet Airways as Cabin Crew – September 2006 till date**

- Provided service in accordance with company requirements, working day and night shifts, serving customers from different nations and cultures
- Informed and educated passengers on any unforeseen circumstances
- Ensured that all essential supplies are on board
- Ensured safety of passengers during take-offs, landing and emergencies
- Assisted the flight and ground crews
- Checked the condition of the aircraft cabin
- Sold and marketed products of different companies during flight.
- Improved and reorganized service operations in an efficient manner to specifically cater to customers' needs while leading a team
- Organized and improved service operations of guests by prioritizing responsibilities.
- Adapted quickly during medical and safety emergency situations by immediately utilizing knowledge and conflict resolution skills
- Supervised culturally diverse colleagues to accelerate service while maintaining quality of service
- On international layovers, increased familiarity with many countries and discovered how to interact with people from different cultures
- Improved ability to adapt to different team dynamics while working with individuals from varied backgrounds, goals and age groups
- Became a more effective communicator while adding customer service and conflict resolution experience.

## **Intellenet BPO**

Worked for the outbound process – UK market.

**Education**

<b>Institute</b>	<b>Percentage / Grade</b>	<b>Year</b>
Frankfinn Institute	Diploma in Aviation Hospitality	January 2005 – 06
Vivek College	HSC	June 1999