

**Rayomand Birdy**

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To deliver excellent customer service and create wow experiences for guests, to ensure comfort and safety of each guest, ensuring being hands on and prompt with all responsibilities entrusted to me. To stay motivated and grow personally and professionally through each of my learning experiences. Having a total experience of 5 years as a cabin crew member.

**Details of Industrial Exposure:**

- Exceptionally professional customer and situation handling to ensure loyal, happy clients.
- Fervor to deliver the 'WOW Effect' in all my services, giving passengers cherishable experiences of their lifetime.
- Excellent rapport building with co-workers, irrespective of cultures, ages and work profiles.
- Track record of 100% attendance irrespective of work hours and days since my first working day with Jet Airways.

**Key Strengths:**

- Strong Communication and Inter Personal Skills with proficiency in grasping concepts quickly and handling various tasks in an efficient manner.
- Solutions driven at all times
- Balanced sense of humor and passion for the work I do.
- Keeping calm in the situation of conflict.
- Optimistic, excellent skills teamed with ability and develop rapport with guests, peers and bosses.
- Reliable, trustworthy, hardworking and eager to learn at every level.

**Work Experience:**

**Jet Airways October 2014 – Present (Domestic & JET AIRWAYS  International)**

Cabin Crew Member on

- Airbus 330-200/300.
- Boeing 777-300 ER (First Class/ Business Class)
- Boeing 737-700/800/900 and 900ER.

- Exposure of operating charter flights on Jet Airways aircraft and gaining experience and confidence of handling charter flight guests.
- Ensuring all Civil Aviation Authority & Company policies and procedures were followed and reported as required.
- Maintained cordial relationships with pilots and team members at all times.
- Experience on various international flights and destinations. (London, Amsterdam, Dubai, Singapore and many more)
- Carrying out all in-flight administration, reporting to the In-flight supervisor.
- A team player who promotes enthusiasm and motivation.
- Responsible for the safety and comfort of passengers.
- Doing routine safety checks before take-off.
- Attending pre-flight briefings.
- Dealing with high-net worth individuals in a professional and mature manner.
- Demonstrating to the safety procedures to follow in an emergency situation.
- Contributing to a customer's in-flight experience.
- At the end of a journey completing a flight report recording any incidents.
- Promoting the sale of duty-free products.

#### **Awards & Accolades**

- Certificate and accolades of recognition for service by Jet Airways : July 2015 , October 2015, October 2016 and October 2017.
- Received Certificate of Excellence for BEST STUDENT OF THE YEAR 2014 in College

#### **Educational & Professional Qualifications:**

- Masters in Human Resources from Welingkar Institute of Management Development & Research.
- Advanced Diploma in Business Administration from Welingkar Institute of Management Development & Research scoring an overall of 72%. (year 2015-2017)
- JTA (Jet Airways Training Academy) training course for Cabin Crew.
- Bachelors in Commerce from B.J.C.C College scoring an overall of 81%. (year 2013-2014)

#### **Computer Skills:**

- Have in-depth knowledge of Microsoft Word, Excel, PowerPoint and Internet.
- ADV.Diploma in windows Application.
- MS-Office 2013 with ADV MS-EXCEL.

#### **Languages Known:**

- English, Hindi, Gujarati, Marathi

**Hobbies:**

- Playing sports across categories such as cricket, football, volleyball.
- Travelling to new destinations and understanding cultures.
- Reading and gaining knowledge about aviation and planes.
- Watching movies and listening to music.

**For Company reference****Personal Details:**

- Date of Birth : 04<sup>th</sup> Feb. 1994
- Nationality : Indian
- Religion : Zoroastrian
- Height : 178 CMS
- Weight : 79 KGS

**Passport Details:**

- Passport No. : Z3470967
- Date of Issue :23/11/2015
- Date of Expiry : 22/11/2025

**Visa Details:**

- US : 19-01-2016 to 14-01-2026
- Canadian : 21-03-2016 to 20-03-2026