

CURRICULUM VITAE

MERLIN FRANCIS

Panakulathil (H)

Koothattukulam

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Career objective

Seeking a challenging position with opportunities for career advancement and learning wherein I can prove my skills and abilities in an effective manner.

Work Experience

Worked as a Customer Service Executive at **Aster DM Healthcare**, Sharjah, UAE.

Duties and responsibilities:

- OP/IP registration.
- Ensure the billing and payment is done as per company policy.
- Tally the daily collection and reporting to the manager.
- Attending phone calls, timely management of customer queries and complaints.

Worked as an English Teacher at **Marygiri CMI Public School** (Affiliated to CBSE), Koothattukulam, Kerala, India.

➤ Worked as a Class Teacher, handled the subjects; English, GK, MS, Reasoning and Calligraphy and trained students for Co-curricular activities.

Worked as a Customer Service Officer at **Indigo Airlines**, Bengaluru Intl Airport.

Duties and responsibilities:

- Airport Ground Handling.
- Ticketing and Check-in.
- Security Procedure.
- Baggage and Arrival Services.

Worked as a Front Office Assistant cum Guest Relation Executive at **The Residency Tower Business Hotel** and **Uday Suites Beach Hotel**, Trivandrum, Kerala.

Educational qualification

Course	Institution	Board/University	Year	Percentage of marks
Degree(BA English Language and Literature	BCM College, Kottayam	Mahatma Gandhi University	2016	86%

Plus Two	St. Mary's HSS, Pattom, TVM	Board of Higher Secondary Examination	2011	81%
SSLC	St. Roch's Convent HS, TVM	Kerala State HS Examination	2009	80%

Additional qualification

- Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Airhostess Training, Trivandrum
- First Aid Training by St. John's Ambulance, Indian Red Cross Society, New Delhi
- English Edge Programme by BBC Active at Frankfinn, Trivandrum
- Galileo CRS Basic and Advanced course by Travel port
- In-flight Cabin Crew Operation, Airport Ground Handling, Check-in, Security Procedure and Arrival Services Training by Jet Airways at Bengaluru International Airport

Computer skills

- Ms Office
- Microsoft Fidelio7.2 and Galileo
- Hotsoft
- Medsoft

Awards and Recognition

- Won Rajyapuraskar Award for Bharat Scouts and Guides(2009)
- Held 7 Merit positions in Air Travel Management, Effective Communication Skills, Aviation, Grooming and Fitness, Hospitality-F&B Operations, Hospitality-Reservations and Operational Training

Interpersonal skills

Communication skills, Adaptive, Team Player, Hardworking, Confident

Languages known

English, Tamil, Hindi and Malayalam

Personal details

Date of birth : 21-02-1994
Age : 25
Sex : Female
Marital status : Married
Nationality : Indian
Passport no : N8437332
Place of issue : Trivandrum
Date of issue : 25-04-2016

The above details are true and correct to the best of my knowledge and belief.

Ernakulam

Merlin Francis