

SONA NAZAR

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PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in Aviation industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing business.

Right now looking for a suitable position with a company that is well-positioned for continued growth and development.

PERSONAL DETAILS

DOB: 01 APRIL 1993

NATIONALITY: INDIAN

MARITAL STATUS: MARRIED

STRENGTHS

Team Player, Highly Self
Motivated and Hardworking
Personality

WORK EXPERIENCE

SAFA
INTERNATIONAL
Doha, Qatar
October 2020 –
Present

Client Service

- handles and resolves client queries, develop strategies for improving customer services, train other client services staff, maintain business relationship with existing clients.

QATAR AIRWAYS
Doha, Qatar
April 2019 – June
2020

Senior Customer Services Agent

- responsible to monitor and motivate your colleagues by briefing them
- to use trouble-shooting techniques in specific areas by identifying the problem, seeking alternatives, then deciding on the correct option, minimize/eliminate flight delays, passenger inconvenience and maintaining the safety/safety requirements.

QATAR AIRWAYS
Doha, Qatar
May 2017 – March
2019

Customer Services Agent

- handling designated areas like check-in counters, boarding gates, transfers and all other areas determined by management by monitoring the flights and dissemination of information ensuring provision of services as per the laid down service standards.

BWFS, CIAL
Cochin, India.
June 2016 – April
2017

Customer Service Agent

- To provide all necessary help and support to passengers as required by our customer airlines which may include check in, baggage processing, reservations and ticketing, boarding of flights, handling of VIPs, provide special passenger assistance, handle customer complaints and other duties as assigned.

PERSONAL SKILLS

Superior conflict resolution and customer service skills

Exceptional multi-tasking abilities

Listening and comprehension skills

Able to remain patient, calm and focused in frustrating situations

Organized and detail-oriented

Creative problem solving and critical thinking skills

Friendly and engaging personality

Upbeat and positive regardless of the type of conversation

Record keeping and documentation skills

LANGUAGES KNOWN

English

Hindi

Malayalam

Tamil

EDUCATION

- B.Tech in Electronics and Communication Engineering (Completed)
MG University

- Diploma in Electronics and Communication Engineering
IITED Council.

- Higher Secondary
Board of Higher Secondary Examination

- AISSE
Central Board of Secondary Education

COURSES

- Associate in Advanced Network Technologies and Systems
Kerala STEDS

- MS Office
Philia Academy

INTERNSHIP

- In-plant training on Telecom Technologies
BSNL, Kochi, Kerala.