



SIMI ELSA MATHEW

## CONTACT

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Pathanamthitta, Kerala India

## COMPUTER PROFICIENCY

MS Excel	★★★★
MS Word	★★★★★
MS Power Point	★★★★★
Internet & Email	★★★★★

## PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills- verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attention and a positive language
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT** - Management skills to direct others and review others performance.

## OTHER CERTIFICATES

- Kerala Travel Mart Society with Kerala Tourism, Department of Health Services - "Mission Vaccinate Kerala Tourism 100%"
- G-Tec Computer Education - TALLY BASIC
- Interglobe Technology Quotient Travelport Galileo - GDS Training basic CRS

## CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

## ACADEMIC CREDENTIALS

- M.B.A in Human Resource Management (Bharathiyar University)
- Diploma in Airport Handling
- IATA Airline Customer Services (Canada)
- B.Com Computer Application (M.G University)

## EMPLOYMENT CHRONICLE

### Tourist Information Assistance Trainee, Cochin International Airport | Dec2020 – Jan2022

Kerala Tourism Department, Government of Kerala, Kochi

- Ensuring company policies are followed.
- Assist VIP and VVIP passengers
- Resolving passenger issues to their overall satisfaction.
- Assisting passengers whenever necessary.
- Multiple years of Customer Services experience in an airport environment.
- Ensuring a consistent standard of customer service.
- Solid understanding of airport domestic and international policies and procedures.
- Giving brochures, Kerala maps etc. to the Tourist.
- Handling both International and Domestic (arrival and departure).

### Travel World Tours and Travels, Adoor | Oct2016 – Oct2020

- U.S Online Visa Processing D.S 160
- Answering telephone calls and emails for ticket fare, reservations and general inquiries
- Collecting ticket payment in cash, credit cards, checks, coupons, and travel vouchers.
- Resolving passenger issues to their overall satisfaction.
- Ensuring a consistent standard of customer service.
- Assisting passengers whenever necessary.

### Osaka Air Travels, Ernakulam | Feb2015 – Jun2016

- Counter Staff.
- Handling passport work.
- Handling incoming and outgoing calls.
- Assisting passengers whenever necessary.
- Handling courier domestic and international.
- Checking staff attendance.

## LANGUAGES KNOWN

English

Hindi

Malaya lam

Tamil

## INTERESTS

Travelling Songs Photography

## REFERENCE

- Mr. Philip V Koshy (MD)  
Travel World Tours and Travels  
Contact Number- +91 9447440481

**Travisa Tours and Travels, Pathanamthitta** | Aug 2013 – Jan 2015

- Counter Staff.
- Handling passport work.
- Handling incoming and outgoing calls.
- U.S Online Visa Processing D.S 160.
- Collecting ticket payment in cash, creditcards.
- Answering telephone calls and emails.
- Assisting passengers whenever necessary.

## PERSONAL DOSSIER

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Gender : Female  
Date of Birth : 24/01/1990  
Nationality : Indian  
Passport : Indian Passport  
Driving Licence : Indian (2 & 4)  
Marital Status : Single  
Religion : Christian  
Father's Name : Mathews Alex  
Permanent Address : Panarakizhikkethil Puthen Veedu,  
Thumpamon P.O, Pathanamthitta

## DECLARATION

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I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**SIMI ELSA MATHEW**