

CURRICULUM VITAE



ABIN ANTONY

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CAREER OBJECTIVES

A suitable position in an organization where I can utilize the best of my people-oriented skills and abilities, to contribute expertise and problem-solving skills and can be encouraged and permitted to be an active participant and a vital contribution for the development of the company.

SKILLS

- Excellent communication, interpersonal and customer service skills.
- Trained to handle any type of crisis situation.
- Physically fit and energetic.
- Very flexible with changing shifts.
- Strong mathematical, computer, and organizational skills.
- Skilled in understanding customers' requirements and giving product demonstrations.
- Posses the necessary drive and enthusiasm required for a tough competitive industry.
- Maintain excellent inter personal relations with colleagues and ready to assist them.

WORK EXPERIENCE

Customer Service Executive [Go First Airlines] - From August 2019 to present at Cochin International Airport

- Deals directly with customers
- Obtain and evaluate all relevant information to handle inquiries and complaints of passengers
- Respond promptly to customer inquiries and handle and resolve customer complaints
- Handle Reservation , Boarding gate, Arrivals and check in counters and meet

Customer Service Agent [BWFS (Bird Worldwide Flight Services) Dedicated to Kuwait Airways] – April 2015 to November 2017 at Cochin International Airport

- Responsible for check in passengers, check documents and issue boarding pass.
- Worked as boarding gate staff for boarding passengers.
- Helped captain and crew for their customs and immigration clearances.
- Worked as arrival supervisor for handling issues at arrival baggage area.

Customer Relation Executive [BWFS Meet and Greet Department at Federal Bank Of India NRI lounge] – December 2014 to April 2015 at Cochin International Airport

- Monitored daily check-in and check-out.
- Arranged transportation for customers to the airport
- Assisted customers to access locker facility in bank lounge.

EDUCATIONAL & TECHNICAL QUALIFICATION

- IATA – UFTAA – Great India Academy, Ernakulum.
- B. Com - M.G. University
- Higher Secondary Education From Kerala Board
- SSLC, Kerala State Board.

CORE QUALIFICATION

- Amadeus check-in System in Airport
- MACS check-in System in Airport
- GONOW check-in System in Airport
- SKYSPEED reservation System in Airport
- WORLD TRACER

PERSONAL INFORMATION

Date of Birth : 05-06-1992
Marital Status : Married
Nationality : India
Language known : English, Hindi, Malayalam.
Passport : L9920787
Issue date : 26-06-2014
Expiry date : 25-06-2024

DECLARATION

Here I am kindly declared that the above mentioned details all are true in the best of my knowledge and believe.

ABIN ANTONY