



# SARATH KUMAR V.P

## My Contact



✉ sarath219@hotmail.com

☎ +919995085044

📍 Ponnakkudathu house,  
Pattimattom P.O,Pattimattom  
Ernakulam,Kerala,Pin:683562

## Skills



- Observation
- Decision making
- Communication
- Multi-tasking
- Leadership

## Education Background

- Kingfisher Training Academy  
*Advanced Certificate Program in Aviation Management Jul2012 - March 2013*
- St. Albert's College Cochin, Kerala  
*Graduation in English Literature*  
Completed in 2013
- St. Peter's Higher Secondary school  
*Higer Secondary education completed in 2009*

## Trained In

- Airport Handling Procedures
- Airside Safety and Security
- PRM (Passenger With Reduced Mobility)
- World Tracer training conducted by Kuwait Airways
- Macs and Amadeus Training conducted by Kuwait Airways(Departure Control System for check-in procedures).
- DGR (Dangerous Goods regulations)

## Career Objective

Enthusiastic professional with excellent customer service skills seeks opportunity to imrove passenger safety, security and comfort.

## Professional Experience



**GoFirst Airlines | Customer Service Executive**

2019 – Present

Key responsibilities:

- Deals directly with customers
- Obtain and evaluate all relevant information to handle inquiries and complaints of passengers.
- Respond promptly for customer inquiries and resolve their complaints.
- Co-ordinated with team members to ensure safety and security procedures are place thereby sending flight on time.
- Helping hand to physically challenged customers thereby providing best service.

**BWFS(Bird Worldwide Flight Service)|Customer Service Agent**

2013 – 2019

## Personal Info

- Date of Birth : 29 May 1992
- Nationality : Indian
- Blood Group : B+ve
- Martial Status: Married

## Languages

- English
- Hindi
- Malayalam
- Tamil