



RANJITHA. P

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.

KEY SKILLS

- Leadership
- Project management
- Decision-making
- Interpersonal
- Problem solving
- Communication
- Presentation
- Time Management

EMPLOYMENT CHRONICLE

GROUND STAFF (INDUSTRIAL TRAINING) | 1 Month
TRIVANDRUM INTERNATIONAL AIRPORT

Key Responsibilities

- Greeting and welcoming passengers and responding to questions.
- Checking the number of baggage, the passenger has.
- Making reservations as and when requested.
- Assisting disabled passengers and those with small children.
- Performing all the cabin related duties as and when required.
- Manning of check-in counters for departing passengers.
- Checking the stock levels of the refreshments on the plane.
- Offering good customer service to the passengers.
- Ensuring safety and comfort of all the passengers.
- Verifying passengers' identities and issuing boarding passes.

TELE SALES & CUSTOMER SERVICE | 1 Year

BINCO CEMENTS, PERINTRHALMANNA, KERALA, INDIA

Key Responsibilities

- Reach out to existing and potential customers to present our product and service offering.
- Learn details about our product and service offerings.
- Address any questions or issues customers may have.
- Communicate with customers to understand their requirements and need.
- Processing all customer purchases accordingly.
- Generating promising leads for the outside sales team to pursue.
- Managing customer accounts by ensuring that existing customers remain satisfied with company products & services.
- Developing and sustaining solid relationships with customers to encourage repeat business.
- Using sales scripts proffered by the company to drive sales and respond to customer rejections.

CONTACT

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- Mookkilayil(H)Eranthode, Valamboor(Po)Malappuram

ACADEMIC CREDENTIALS

MASTER OF BUSINESS ADMINISTRATION

(Airline & Airport Management)

- Bharathiar University

BACHELOR OF BUSINESS ADMINISTRATION

(Airline & Airport Management)

- Bharathiar University

HIGHER SECONDARY EDUCATION

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

- MS Office ★ ★ ★ ★ ★
- Galileo ★ ★ ★ ★ ★
- Basic Operations ★ ★ ★ ★ ★
- Internet & Email ★ ★ ★ ★ ★

ACHIEVEMENTS

- **Best grooming student of the year | 2017**
 - Eternal college of aviation studies

LANGUAGES

Malayalam
English
Hindi
Tamil

INTERESTS

Songs
Travelling
Reading
Playing Badminton
Cooking

PERSONAL DOSSIER

Gender : Female
Date of Birth : 03-05-1998
Nationality : Indian
Marital Status : Married

PASSPORT DETAILS

Passport Number : R4240650
Date of Expiry : 13-12-2027
Place of Issue : Kozhikode

REFERENCE

- **Available upon request**

STUDENT COUNSELOR | 01/09/2022 - 15/12/2023

UNIROUTES PVT. LTD, PERINTHALMANNA, KERALA

Key Responsibilities

- The process involves counseling the students for overseas education.
- Follow-up with the student, solving the student queries and handling the registrations.
- Counsel students and send them abroad for higher studies.
- Train & hire new candidates.
- Helping students to prepare for admissions applications and tests.
- Providing one – on- one career guidance and skills assessment to assist with career development.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness, 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

DECLARATION

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

RANJITHA. P