

# ARUNYA KRISHNAN

## ACCOUNTS

Dedicated and customer-focused professional with over years of experience in front-line customer service and administrative roles across educational and aviation sectors. Demonstrated ability to handle high-pressure environments while maintaining excellent communication, problem-solving, and interpersonal skills. Proven track record in managing front desk operations, responding to customer inquiries, and ensuring a seamless customer experience. Experienced in working with diverse teams and adapting to fast-paced, dynamic work environments such as international airports and educational institutions. Committed to delivering exceptional service and contributing to organizational success through professionalism, efficiency, and a positive attitude.

## PERSONAL DETAILS

Mobile : +971561654685

Email ID : arunyakrishnan433@gmail.com

Current Address: K 1-8 26th St - Al Quoz  
Al Quoz, Industrial Area 2 Dubai

Permanent Address: Kannimel Veedu  
Kunnathur East P O, Nediya Vila Kollam, India  
690540

Nationality : Indian  
D.O.B : 07/04/2000  
Gender : Female  
Marital Status : Married  
Visa Status : Visit Visa

## KEY SKILLS

- Sales Target
- Business Development
- Customer Service
- Airport Operations
- Client Relationship
- Travel and Tourism
- Air Ticketing
- Reservation Management
- Brand Promotion
- Market Analysis
- After-Sales Service
- Event Management

## EXPERIENCES

### ❖ FRONT DESK CUSTOMER REPRESENTATIVE | COUNSELLOR | 2024- 2025 IATS, ADOOR, KERALA

#### KEY RESPONSIBILITIES

- Welcomed and assisted visitors, students, and clients, providing accurate information about courses, services, and enrollment procedures.
- Handled front desk operations including phone calls, emails, and walk-in inquiries with professionalism and efficiency.
- Provided counseling to prospective students regarding course selection, career paths, and academic planning.
- Managed student records, registration processes, and documentation for admissions.
- Scheduled appointments, coordinated meetings, and maintained an organized reception area.
- Ensured excellent customer service and maintained a positive first impression of the institution.
- Collaborated with faculty and administrative departments to support student engagement and satisfaction.

### ❖ CUSTOMER SERVICE REPRESENTATIVE | 2022 - 2023 G- TEC EDUCATION, CHENGANNUR, KERALA

#### KEY RESPONSIBILITIES

- Handled inbound and outbound calls to assist customers with inquiries regarding courses, admissions, and services offered.
- Provided accurate information and guidance to prospective students, ensuring clarity and satisfaction.
- Maintained and updated customer records and followed up on leads and inquiries in a timely manner.
- Resolved complaints and concerns professionally, ensuring high levels of customer satisfaction.
- Promoted various educational programs and helped increase enrollment through effective communication and persuasion.
- Supported administrative tasks such as data entry, document verification, and scheduling appointments.
- Collaborated with the academic team to coordinate student support services and follow-ups.

## ACADEMIC CREDENTIALS

**DIPLOMA IN INDIAN & FOREIGN  
ACCOUNTING (DIFA)**  
G-TEC EDUCATION  
2021 – 2022

**IATA CANADA  
DIPLOMA IN CABIN CREW COURSE**  
2022-2024

**BA ECONOMICS**  
University Of Kerala  
2018-2021

**HIGHER SECONDARY**  
SN Trust Higher Secondary School,  
Neduvarancode  
2016-2020

## PASSPORT DETAILS

Passport No : B 8219573  
Place of Issue : COCHIN  
Date of Issue : 01.12.2023  
Date of Expiry : 30.11.2033

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Tamil

HOBBIES



Music



Travelling



Reading



Dance

❖ CUSTOMER SERVICE AGENT  
COCHIN INTERNATIONAL AIRPORT, KERALA

KEY RESPONSIBILITIES

- Assisted passengers with check-in, boarding, and baggage-related inquiries, ensuring a smooth travel experience.
- Provided information on flight schedules, delays, and airport procedures with clarity and professionalism.
- Handled passenger complaints and concerns promptly, maintaining a calm and service-focused approach.
- Coordinated with airline staff, ground crew, and security personnel to support daily airport operations.
- Ensured compliance with aviation and safety regulations while delivering high-quality customer service.
- Supported special assistance requests for elderly passengers, travelers with disabilities, and unaccompanied minors.
- Maintained accurate records and documentation for daily operations and incident reporting.

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned information.

ARUNYA KRISHNAN