




ARSHAL BABU

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OBJECTIVE

Customer-centric professional with 02 years of experience serving customers in different roles. Proven ability in engaging customers, resolving complaints and strengthening customer-client relationships. Seeking a rewarding position with a company that values its customers.'

EXPERIENCE

07/11/2022

-

11/11/2023

- **PASSENGER SERVICE EXECUTIVE (AIR ARABIA)**
CELEBI AIRPORT SERVICES INDIA PRIVATE LIMITED, BANGALORE
 - * Help passengers with self serve or assisted check in procedures.
 - * Deal with passenger queries.
 - * Crew clearance.
 - * Verify travel documents, check in passenger baggage and provide boarding pass.
 - * Arrange the procedures for boarding.
 - * Flight meet at the door step and make smooth boarding and de-boarding.
 - * File pre flight and post flight PAX details to customs & immigration departments.
 - * Manage mishandled and left behind baggage.
 - * File the flight related documents in the office folders.

22/07/2021

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18/09/2022

- **CUSTOMER CARE ASSOCIATE**
ADITYA BIRLA FASHION AND RETAIL LIMITED, COCHIN
 - * Assist customers with product queries and complaints.
 - * Proceed orders, returns, exchange, refund and payment accurately.
 - * Communicate with supervisors about customer concern.
 - * Maintain solid customer relationship.

03/03/2017

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10/07/2021

- **CUSTOMS DEPARTMENT - OFFICE ASSISTANT (CONTRACT)**
COCHIN INTERNATIONAL AIRPORT
 - * Carried out day to day duties accurately and efficiently.
 - * Worked flexible hours across the night, weekends and holidays shifts.
 - * Maintain department policies confidential.

EDUCATION

2019

- **B.Sc CHEMISTRY**
St:Peter's College, Kolenchery, Kerala

2018

- **DIPLOMA IN AVIATION,HOSPITALITY AND TRAVEL MANAGEMENT**
Frankfinn Institute, Kochi, Kerala

2011

- **VHSE**
St:Peter's VHSS, Kolenchery, Kerala

2009

- **SSLC**
St:Peter's VHSS, Kolenchery, Kerala

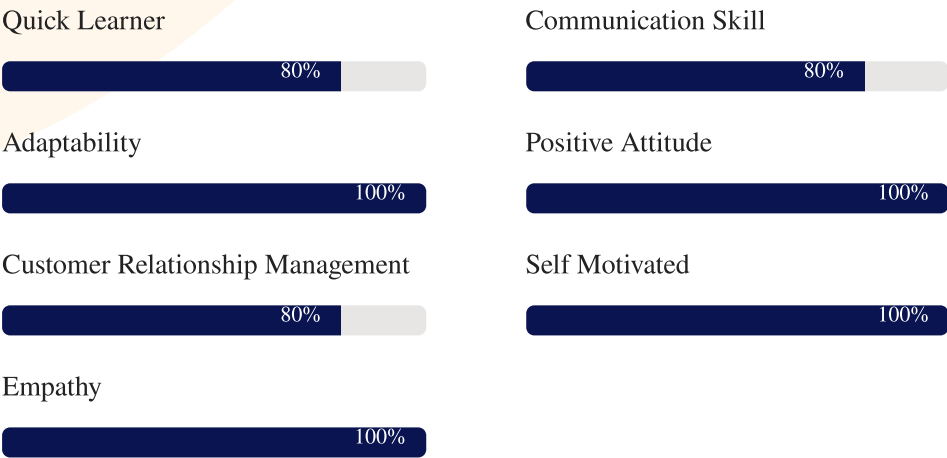
ACHIEVEMENTS & AWARDS

- Certificate of appreciation for excellent performance in doing check in process by following SOP of Air Arabia airline operations.
- National skill development corporation(NSDC).
- Certificate for travel Galileo GDS basic and advanced course.
- Trade certificate for maintenance and repair of radio and television.

LANGUAGES

- English - Read, Speak, Write
- Malayalam - Read, Speak, Write
- Hindi - Read, Write
- Tamil - Speak

SKILLS



SOFTWARE

- Amadeus Altea
- Galileo
- MS Word

INTERESTS

- Swimming
- Travelling
- Driving
- Watching Movies
- Cooking

PERSONAL DETAILS

- Date of Birth : 24/06/1992
- Marital Status : Single
- Nationality : Indian
- Religion : Christian
- Passport : Z3000286
- Gender : Male
- Place : Bur Dubai