

# JASMITA FERNANDES

## Customer Service Agent

Seeking an opportunity to grow within a dynamic organization where I can contribute meaningfully to its success. I am committed to delivering excellence through dedication, adaptability, and a results-driven approach. With a strong focus on professionalism and continuous growth, I aim to embrace new challenges, support organizational goals, and consistently exceed expectations.



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📍 C/o Arcanjo Fernandes Sharjah-UAE

### WORK EXPERIENCE

#### Passenger Handling and Acceptance [Intern-90 hours]

##### SHARJAH INTERNATIONAL AIRPORT

Assisted passengers with the check-in process, ensuring smooth and efficient handling of passengers and their baggage.

Provided helpful guidance to passengers, answering inquiries and offering assistance with various airport procedures.

Directed passengers to the correct boarding gate, verifying boarding pass.

Assisted passengers with baggage-related inquiries, providing information on baggage weight limits, excess baggage procedures, and directing them to the appropriate counters.

Gained hands-on experience at the kiosk counter.

Gained insights into check-in counter operations, observing and understanding the check-in procedures, passenger interactions, and how to manage various situations.

#### Front Desk Executive [Intern]

##### GOA RAJEE AUTO PVT.LTD (Dec 2022 – Dec 2022)

Managed front desk operations, ensuring efficient and seamless customer service.

Responded to inquiries and provided detailed information on services.

Implemented proactive client communication strategies, improving service reminders and customer satisfaction.

Organized and maintained documentation, ensuring efficient departmental operations.

#### Sales and Accounting [Intern]

##### GOA RAJEE AUTO PVT.LTD (Oct 2019 – Nov 2019)

Developed and refined customer acquisition and retention techniques.

Engaged effectively with potential clients, contributing to the achievement of sales objectives.

Streamlined customer database management, enhancing sales support operations.

Leveraged Tally software for accurate financial management and reporting.

Applied strategic insights to enhance customer interaction and service quality.

### EDUCATION

#### Bachelor of Computer Application-BCA

Rosary college of Commerce & Arts (Aug 2021-May 2024)

#### Higher Secondary Education (Computer Technique)

Carmel Higher Secondary School (Mar 2021)

### PERSONAL INFO

Nationality - Indian

Date of Birth - 23/09/2003

Age - 21

### CERTIFICATE

**Passenger Ground Service Agent**  
From IATA Authorized Training Centre  
WingsWay Training Institute L.L.C

**Introductory Course on IT Infrastructure -**  
IP Gates( IT Training Trusted Globally).

**Certificate in Flutter Development -**  
Rosary College of Commerce and Arts.

### SKILLS

- Outstanding customer service skills.
- Effective communication.
- Safety and security awareness.
- Collaborative team player.
- Time management and organization.
- Critical thinking and problem-solving.
- Adaptability and multitasking.
- Positive and approachable demeanor.
- Technical knowledge.

### LANGUAGE

English

Hindi

Konkani