



JYOTHI DAFNY DSILVA

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Address: Dubai, UAE **Nationality:** Indian
Date of Birth: 11 Sep 2000
Passport No: U9736731 **Visa Status:** Freelance Visa



Career Summary

Dedicated and experienced professional with a background in customer service, encompassing roles as both a Customer Service Representative and Customer Service Executive (Ground Staff). Armed with a Diploma in Aviation and Hospitality, as well as a Bachelor of Commerce with a Diploma in Aviation and Hospitality Management, I bring a strong foundation in service excellence and hospitality operations. Now seeking to leverage my customer service expertise and educational background to transition into a receptionist or front desk role.



Work Experience

Feb 2023 - Customer Service Representative
Apr 2024 China Centre, Dubai, UAE

Responsibilities include:

- Gathered and organized customer data accurately through calls and chats, ensuring completeness and integrity for further analysis and follow-up.
- Engaged clients via calls and chats to effectively convey product or service benefits.
- Achieved highest recorded conversion rate of 45 clients in a single day through persuasive communication and effective sales techniques.
- Provided prompt and satisfactory resolution to client inquiries, complaints, and issues, demonstrating empathy and problem-solving skills.
- Assumed administrative responsibilities in the absence of the admin, managing tasks such as filing, scheduling, and handling incoming communications to maintain smooth operations.
- Compiled and generated daily reports summarizing client interactions, conversions, and issue resolutions

Jan 2022 - Customer Service Executive (Ground Staff)
Dec 2022 SpiceJet Limited at Mangalore International Airport, India

Responsibilities include:

- Managed the reservation area efficiently, assisting passengers with booking inquiries, ticket purchases, and seat assignments to ensure smooth travel arrangements.
- Oversaw the check-in procedure, verifying passenger documentation, issuing boarding passes, and facilitating boarding announcements.
- Coordinated boarding procedures, including gate management, passenger boarding, and aircraft readiness checks.
- Prepare accurate daily reports summarizing passenger interactions, flight operations, and any incidents.



Education

Diploma in Aviation and Hospitality	2021 - 2022
Fledge Institute of Aviation and Hospitality Management, Mangalore, India	
AMADEUS Basic Functionality	2022
Fledge Institute of Aviation and Hospitality Management, Mangalore, India	
Bachelor of Commerce with Diploma in Aviation and Hospitality Management	2021
Padua College of Commerce and Management, Mangalore, India	



Core Expertise

Reservation Management | Check-In and Boarding | Flight Operations Support | Reporting and Documentation | Communication Skills | Administrative Support | Customer Service | Interpersonal Skills | Problem-Solving | Adaptability | Attention to Detail | Time Management | Computer Skills | Conflict Resolution | Multitasking | Teamwork | Product Knowledge | Stress Management | Cultural Sensitivity | Safety Awareness



Technical Skills

MS Excel | MS PowerPoint | MS Word



Languages Known

English, Hindi, Kannada, Konkani and Tulu