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🏠 Flat no: 2217, Al Yarmook Apartment's, Block A, Al Nahda Street, SHARJAH, UAE. 📅 August 4, 1995

📍 Thiruvananthapuram 🧑♀️ Female 🇮🇳 Indian 👤 Married ➤ Passport No: N6708734

➤ Date of Expiry: 02 FEB 2026 ➤ Place of issue: Trivandrum ➤ Emirates id: 784-1995-9596510-6

A resourceful, flexible, innovative and enthusiastic individual who possesses a considerable amount of knowledge in field (7 years).

A quick learner who can also absorb new ideas in experience in coordinating, planning, organizing and implementing wide range of activities.

Excellent team player with proven ability to work proactively in complex and busy environment.

Education

Jun 2016

■ **BBA(AIRPORT AND AIRLINE MANAGEMENT)**

International Academy For Management & Technology, Trivandrum

Mar 2013

■ **Higher Secondary Education(+2)**

Thiruvananthapuram

Mar 2011

■ **High School Education**

Thiruvananthapuram

Employment

Dec 2020 - Dec 2022

■ **Customer Care Executive**

Badr Al Samaa Group Of Hospitals, muscat, Oman

1. Controlling the flow of people through the organization and ensures that all the receptionist are performing their task in timely manner.

Dec 2019 - Oct 2020

■ **Security Executive**

Interglob Aviation(INDIGO AIRLINES), Delhi

1. Screening and searching passengers, crew, airport workers, baggage, aircraft, cargo etc.
2. Collaborating with other domestic and international security and border agencies.

Dec 2018 - Oct 2019

■ **Security Executive**

Tata Sia Airlines(VISTARA), Delhi

1. Screening and searching passengers, crew, airport workers, baggage, aircraft, cargo etc.
2. Collaborating with other domestic and international security and border agencies.

Mar 2017 - Dec 2018

■ **Customer Service Executive**

Airindia Sats, Delhi

1. Handle the customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution.
2. Keep records of customer interactions, process customer accounts and file documents.
3. Follow communication procedures, guidelines and policies.
4. Take the extra mile to engage customers.

Jul 2013 - Sep 2016

■ **Guest Services Executive**

Sarovar Hotels and Resorts And ITC Group of hotels, Thiruvananthapuram

1. Performs task such as welcoming and escorting VIP guests/customers.
2. Addressing and rectifying guest/customers concerns and complaints.
3. monitoring cleanliness and sanitation of assigned work areas.

Skills	Communication	coordinating
	organizing	resourceful
	quick learner	Decision- making
	enthusiastic	Patience
	Problem- solving	proactively
	Excellent team player	

Languages	Arabic	English
	Hindi	Malayalam
	Tamil	

Hobbies	■ Swimming	■ Cooking
	■ Reading	

Industrial Exposure Training	<ol style="list-style-type: none">1. Ground handling and cabin crew training.2. Hospital Management System.3. Travel management system.4. VVIP/vip guest handling .
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Professional skills	<ul style="list-style-type: none">● Experienced in handling Fidelio and Opera ERP software's for hotels day to day activities .● Experienced Galileo travel ticketing System.● Familiar in Hotsoft and IDS software.● Experienced in HMS Hospital software.● MS office(word, excel)● Data base management.● Web and social skill.
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