



SUBIN JOSEPH THOMAS

Flavours Building, Burjuman, Dubai

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PROFESSIONAL SUMMARY

Smooth and efficient executive assistant with experience enhancing executive productivity and improving business operations. Exceeds expectations to maximize group performance and oversees efficient calendars. Operates well with minimal supervision to meet demanding objectives.

Customer service professional with 3 years of broad experience in customer hospitality/safety management, passenger redressal, inventory management, team development, and planning of ground-handling procedures for a leading airline company. Recognized as a performer able to successfully and efficiently manage multiple responsibilities simultaneously, resolve issues, and consistently meet established goals and exceed key performance objectives. A strong leader adept in training and mentoring team members for success. Honest business ethics, integrity, and dedicated work morals.

CORE COMPETENCIES

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| <ul style="list-style-type: none">• Customer Service/Support• Staffing & Scheduling• Administrative Tasks• Weekly/Monthly Reports | <ul style="list-style-type: none">• Procurement• Team Leadership and Development• Quality Assurance Standards• Microsoft Word, Excel, Powerpoint |
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WORK HISTORY

Administrator/Coordination/Purchase: Handmade Advertising LLC, Dubai (2021-2022)

- Interacted with vendor's contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Purchasing materials for the production on day to day basis.
- Searching new vendors to get used materials in low price.
- Negotiating with vendors for a better price.
- Make sure the materials purchased arrived to the production on time.
- Coordinating all activities for the sales completion.
- Calculating and issuing salary and overtime for the employees.
- Maintained and improved database for the company.
- Scheduled drivers to the worksite and followed up their daily movements.
- Managed travel and expense reports for department team members.
- Scheduled and coordinated meetings, appointments and travel arrangements for managing director
- Ensure that all confidential information in an appropriate manner.

Senior Customer Service Executive: Spice Jet Ltd, Cochin(2017-2021)

- Customer redressal via phone and in-person maintaining courtesy and ensuring the best passenger experience.
- Check ticket and baggage also assist and brief passenger on safety and emergency procedures
- Coordinating to dispatch cargo as per designated destinations
- Loading and unloading materials, ensuring the safety of goods being moved, and maintaining freight records
- Make sure orders are delivered in a timely manner by identifying carriers, approving invoices, following timetables, collaborating with suppliers and business partners, and maintaining shipping records.
- Monitored customer safety during boarding, deplaning, and assist customers based on emergency situations
- Dealing with check-in, baggage processing, reservation and ticketing, boarding, greeting arrival passengers, handling of VIPs, and providing special passenger assistance.
- Releasing the flight within the provided turnaround time and maintaining the company standard of almost no delays.
- Observe safe ground-handling procedures and maintenance of ground service equipment
- Mentored trainees and shared the nitty-gritty details of passenger redressal and ground-handling procedures.

EDUCATION

- **MASTER OF BUSINESS ADMINISTRATION (Airlines and Airport Management) 2015 - 2017**
Alagappa University / Nehru College of Aeronautics and Applied Science, Coimbatore
- **IATA/Airline Customer Service** (Awarded by IATA, Montreal, Canada) **2016**
- **BACHELOR OF SCIENCE IN COMPUTER SCIENCE**
Kerala University / Marthoma College of Science and Technology **2012 - 2015**

INTERNSHIP

- A Study on Airport Operations at Coimbatore International Airport
- A study on Airport Operations at Trivandrum International Airport

SKILLS

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| <ul style="list-style-type: none">• Organization• Quick Learner• Critical Thinking | <ul style="list-style-type: none">• Adaptive• Time Management• Leadership Skills |
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PERSONAL DETAILS

VISA STATUS:EMPLOYMENT VISA| **PASSPORT:** L1751970 | **NATIONALITY:** INDIAN|
LANGUAGES: ENGLISH,MALAYALAM,HINDI,TAMIL| **DOB:** 19/10/1994 | **MARITAL STATUS:** SINGLE

REFERENCE

- Reference will be provided on demand