

Sujitha Saravanan

Building no 7 - Al Butina - Sharjah - UAE

PHONE: 971563798996

Visa Status: Visit Visa

Email: sujithasaravanan08@gmail.com



Objective:

Experienced, strong team player with a positive attitude and adaptability to change. Committed to quality performance with an ability to learn new procedures quickly.

Additional Qualifications/Certifications: -

Bachelor's Degree

RAMP safety Certificate

Basic AVSEC - Bureau of Civil Aviation Security

IATA Dangerous Goods CAT 12

Safety Management System

Emergency Response Planning

Service From Heart in Customer Service Certificate

Summary of Qualifications: -

- Batch Excellent in destination knowledge.
- Strong team player with excellent communication. Profoundly capable to prioritize and multi-task effectively.
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PROFESSIONAL EXPERIENCE INDIGO, INTERGLOBE AVIATION LIMITED

Since 2022 July to 2025 January / Executive -Airport Operation and Customer Service

- Perform a wide range of airport services (e.g. guest/baggage handling, check-in and boarding operations, tickets and boarding passes screening) to ensure high-quality services are delivered to all guests in compliance with safety, quality and operational objectives
 - Collaborate with handling agents by supporting in executing handling operations to ensure timely and high-quality delivery of services to guests
 - Support customers with connecting flights to ensure complete and timely information are provided

- Liaise with Cabin crew to ensure boarding operations are executed on time and according to safety procedures
- Execute initial security screens to ensure access to airport is properly monitored
- Receive, process, and respond to daily enquiries on a wide range of services by providing timely and high-quality support to internal/external customers to meet their requirement
- Receive and analyze complaints to ensure they are solved or addressed in the most effective manner.
- Support customers on a wide range of generic services following established policies and procedure to ensure customer needs are met in the most effective manner
- Coordinate and escalate complex or specialized enquiries to responsible teams to ensure ad hoc support is provided
- Work closely with supervisors to improve the execution of assigned activities
- Track major customer complaints and report key issues to supervising colleagues
- Interact with internal teams to ensure consistent and reliable customer service
- Provide customers with dedicated support according to policies and procedures to ensure compliance to regulations and risks mitigation
- Identify and highlight potential areas of improvement to support continuous improvement of service and/or operations
- Proactively perform a wide range of assigned and emerging activities to ensure compliance with the established standards and procedures and high level of customer service

Educational: Passed bachelor of engineering

SRM engineering college Trichy Batch (2017-2021)

Diploma in ground handling and crew training (2021-2022)

Sliver jubilee matriculation higher secondary school (2016-2017)

Sri Sankara matric higher secondary school (2014-2015)

Technical Ability: MS OFFICE (Word, Excel, Power point)

IT literate and quick to learn

Strength: High Leadership Skills.

- : Efficient Interactive ideas.
- : Effective Dynamic approach.
- : Strong analytical Skills.

INTERESTS PERSONAL PROFILE:

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|-----------------------------|---|
| Linguistic Abilities: | English (To Speak, Read & Write) Tamil (Speak, Read & Write) |
| Interests Personal Profile: | Customer Service, Reading, Debating and Social services |
| Nationality: | Indian |
| Gender: | Female |
| Age: | 25 Years |
| Marital Status: | Single |
| Religion: | Hindu |
| Passport No: | W4784464 |
| Passport Date of Expiry: | 13//09/2032 |

DECLARATION

I hereby declare that the particulars furnished above are correct and true to the best of my knowledge and beliefs.

Place: Dubai

Sujitha Saravanan