



**Mrs. VIDHYA. S**

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**VISA STATUS: DEPENDENT**

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**ADDRESS: 908, CBD4, INTERNATIONAL CITY, DUBAI**

As a highly skilled professional with a keen eye for detail, I bring to the table exceptional organizational abilities and a proven track-record of thriving in fast-paced dynamic settings. My commitment to collaboration ensures that I am an effective team player, while my unwavering personal integrity and dedication to confidentiality are paramount when handling sensitive information. I am eager to contribute these valuable skills to your esteemed company and look forward to the opportunity to collaborate with your team.

#### **AIRLINES EXPERIENCE**

- ✚ Supervisor- Customer Services** in **Bhadra International India** Limited.
  - From Jan - Dec 2011- Anna International Airport, Chennai, India.
- ✚ Passenger Service Agent** with **GLOBE GROUND INDIA** (Subsidiary of **LUFTHANSA**)
  - From Mar 2009-Dec 2010 - Bangalore International Airport Limited (BIAL), India
  - From Feb 2006-Dec2008 - Anna International Airport, Chennai, India.
- ✚ Officer-Airport Services** with **AIR SAHARA LIMITED**, Anna International Airport, Chennai, India.
  - From Jan 2004-Jan2006
- ✚ Trainee Traffic Assistant** with **AIR INDIA**, Anna International Airport, Chennai, India.
  - From Jul2003-Dec2003

#### **Duties & Responsibilities**

- Delivered seamless high-quality customer service to passengers during all flight phases ensuring a consistently positive experience.
- Provided professional and efficient service at check-in counters enhancing customer satisfaction.
- Managed boarding gate operations effectively. Maintaining control and order during boarding processes.
- Offered specialized assistance to VIP and disabled passengers ensuring their comfort and safety
- Coordinated with Immigration and Customs officials to expedite General Declaration (GD) clearances.
- Oversaw arrival procedures and acted as a key point of contact for World Tracer Management training.
- Skillfully handled cancellations, minimizing passenger inconvenience and maintaining service standards.

✚ Worked as **Customer Service Executive** with **Ceekay Shipping Services LLC**

○ From Jan 2012 – Nov 2014, Dubai, U.A.E.

**Duties and Responsibilities:**

- Expertly managed freight forwarding, including Exports and Imports documentation, ensuring seamless logistics operations
- Proficient in executing bookings and coordinating air freight shipments via the Calogi Online Portal.
- Certified in Calogi User Management from DNATA, Dubai (Aug 2012). enhancing operational efficiency
- Co-ordinated end-to-end freight shipment processes providing regular updates to customers and maintaining high satisfaction levels

**QUALIFICATION:**

- Academic**
- ***Bachelor of Science (B.Sc)***  
(Specialization: Mathematics) - University of Madras, Chennai
  - ***Post Graduate Diploma in Business Administration (PGDBA)***  
(Specialization: Marketing Management) - Symbiosis University, Pune
  - ***Executive Program in Global Business Management (EPGBM)***  
INDIAN INSTITUTE OF MANAGEMENT-CALCUTTA (IIM-C)

- Specialization – *DIPLOMA IN AIR TICKETING***  
Institute of Airline and Travel Agencies, Chennai.
- ***DIPLOMA IN MS-OFFICE, C***  
Computer Software College, Chennai

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