

JYOTI KUMARI

Amritsar Near JK Public School

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PRESENT STATUS

Worked With Western Overseas as a Ticketing Executive

- Ticketing Executive
- Making Reservations on GDS
- Coordinate With Vendors
- Knowledge of Amadious

Worked with Logistics Department[S.D.D Infotech]

- Working in DAT. 1st Nov.-Till Present
- Help to find Loads for Carrier
- Load Making in DAT
- Handled Multiple number of Trucks at a time
- Deals in all kind of Trucks, like Reefer, Van, Flatbed, Hotshots etc.

Worked with Bird Worldwide Flight Services

1st July 2018-Feb 22

- Worked as a Senior Customer Service Agent.

- Deal with passengers professionally and check in them and assist the passenger by providing correct and timely information.

Baggage Service

- Check messages from out station relating baggage misconnection and ensure that those passengers who are effected are notified as soon they reach the baggage.
- Rising of property irregularity report and the insurance of interim relief payments and overnight kits.
- Monitor baggage delivery against agreed standards keeping passengers informed about any delay or irregularities with their baggage.

Check-in/Boarding

- Check in of the passenger at the counter. Issuance of boarding pass and tagging their bags to final destination.
- Provide proactive service to passenger prior to check in such as managing queues, removing old baggage tag, handling denied boarding passengers, staff passengers, helping families identifying those with special needs passengers are handled efficiently.
- Initiate boarding at the gates flowing laid down boarding priorities announcements, hand bags removal and flight coupons reconciliation in order to assist for a safe on time departure.

Objective

- Looking forward a bright future in the service industry where I can add values to both my technical

and management skills in a manner useful for my professional career.

Professional Experience

Company- Hotel The Grand Sobha 2013-2014

To maintain the Restaurant Environment with 100% wow services.

- To maintain the Team member roaster with efficient deployment.
- To maintain the stock level of the Restaurant.
- To maintain the inventory of the Restaurant.
- To maintain the sales targets of the Restaurant.

Company-2 Jet Airways India Ltd (Airlines)

2014-2018 Position- Customer service Agent.

- To maintain the check-in procedures
- To maintain the Boarding procedures
- To maintain the Arrivals procedures
- To maintain Baggage handling system.
- To maintain Aircraft point procedures.
- To maintain meet and assist for VIP CIP Customers.

Skills and Abilities.

- Well versed in DCS (Departure control system)
- Well versed in SABRE system.
- Well versed in Navitaire and Skyspeed system.
- Well versed in MARS system.
- Well versed in MS-office.

Education Qualifications

- High school from SGAD Senior Secondary school in 2006 with 60%
- Higher secondary from SGAD Senior Secondary school in 2004 with 70%
- Graduation from Guru Nanak Dev university in 2007-2009 with 48%

Hobbies

- Listening to Music and watching movies.

Personal Details:

Name: Jyoti Kumari

Father's Name: S. Harbhajan Singh

Date of Birth: 15th April 1989

Sex: Female

Nationality: Indian

Marital Status: Married

Religion: Sikh

Height and Weight 156 cm and 53kg

Languages Known: English, Hindi, Punjabi

Personal Attitudes : Good Listener, Team Worker, Smart Working.

Declaration

- I hereby declare that the above mentioned information is correct up to my knowledge.

Place:.....

Date:.....

Signature