

# Aathitya Mohan

## Profile

Strong team player with strong written communication skills and an analytical and problem solving aptitude. I'm an experienced customer service representative with a verifiable track record of resolving complex issues quickly and winning customer loyalty.

## Education

**B.sc Hospitality And Hotel Administration ,Oriental School Of Hotel Management** Lakkidi, Wayanad, Kerala | 2016 July - 2019 May

**Intermediate , CBSE**  
New Delhi | 2014 April - 2015 May

**High School , CBSE**  
New Delhi | 2012 - 2013

## Employment History

### Executive customer service , Interglobe Aviation Ltd

Delhi | 2019 November - 2022 July

- Share best practices and customer communication verbiages to be used for outstanding customer service results.
- Part of ERP ( Emergency Response Team)for Indigo Airlines.for Indigo
- Perform security checks and profiling of Passengers.
- Dealing passenger queries and solving them on voice calls and mails.

## References

### Vishal Kumar, Sr. Executive Interglobe Aviation Ltd

Email: [vishal.kumar@goindigo.in](mailto:vishal.kumar@goindigo.in)

### Nandu Raj, Sr. Executive Interglobe Aviation Ltd

Email: [nandu.raj@goindigo.in](mailto:nandu.raj@goindigo.in)



## INFO

### ADDRESS

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### PHONE

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### EMAIL

aathityamohan@gmail.com

### BIRTH DATE

14/11/1996

### NATIONALITY

Indian

### PASSPORT NO

Z6874349

### VISA TYPE

VISIT

## SKILLS

### OPERATIONAL EFFICIENCY CUSTOMER SERVICE

### PROBLEM SOLVING AND INTUITIVE THINKING

### COMPLETING THE TASKS WITHIN THE GIVEN TIME PERIOD

## LANGUAGES

### ENGLISH

### MALAYALAM

### HINDI

