



VINEETHA THANKACHAN

CUSTOMER SERVICE EXECUTIVE

CONTACT DETAILS

MOB: +971507580692

E-mail

Vineethathankachan278@gmail.com

PERSONAL DATA

DOB : 27/08/1997

GENDER : FEMALE

NATIONALITY : INDIAN

MARITAL STATUS: SINGLE

LANGUAGES KNOWN

ENGLISH

HINDI

MALAYALAM

TAMIL

PASSPORT/VISA DETAILS

PASSPORT NO.: R7275485

ISSUE DATE: 18/01/2018

EXPIRE DATE: 17/01/2028

VISA STATUS: RESIDENT

Career Objective:

Aim to associate with progressive organizations that gives me scope to apply my knowledge and skills with my hard work and to be involved as part of team that works towards the growth of the organizations.

PROFESSIONAL QUALIFICATION:

- * IATA in Airline Customer Service
- * Bachelor Of Diploma in Aviation Management (BDA)
- * Business English Certificate (BEC)
- * Certificate Of Computer Reservation System (CRS), AMADEUS/SABRE /GALILEO

Work Experience:

● AHALIA MONEY EXCHANGE BUREAU

CUSTOMER RELATIONSHIP EXECUTIVE(CRE), 04.05.2022

● MANGROVES TRAVELS

TICKETING STAFF,12.02.2020 TO 02.06.2021

Duties And Responsibilities

- Help Passengers To Plan For Their Trips
- Make Accurate Booking For Customer
- Help To Make And Confirm Reservations
- Re Book Tickets And Other Arrangements
- Calculate Expenses And Write And Sell Tickets To The Passengers
- Provide Good Customer Services
- Remittance To All Available Corridor
- Collects Proper Documents And Required Documents From Customer
- Keep Records Of Customer Interactions And Transactions Recording Details Of Enquires, Complaints And Comments As well As Action Taken.
- Handles Payment Of Wages Protection System(wps)
- Handles Payment Of Money Gram, Trans Fast, Instant Cash And Ez Remit

REFERENCES

MS MUMTHAS

SUPERVISOR

AL AHALIA MONEY

EXCHANGE,

MOB: 0559262796

SOFTWARE SKILLS

MS Word

MS Excel

Good typing Speed, E-mail
& Internet Applications

ACADEMIC QUALIFICATIONS:

- **BBA in Airline & Airport Management- Bharthiyar university
Coimbatore**
- 12TH - St. Mary's H.S.S Vettukad, Thiruvananthapuram
- 10TH - Holy Angel's Convent School, Vanchiyoor

Skills:

Interact Well Independently As Team Leader As A Team Member Able To Perform Multiple Tasks Under Pressure And Constantly Meet Tight Deadline And Strong Initiative In Decision Making And Assumption Of Responsibility Thrive On Working In Challenging Environment

TRAININGS

- Department Of Airline Tourism And Hospitality Management
- Department Of International Language And Soft Skill Training
- Department Of Airline Cabin Crew And Commercial Services
- Department Of Aviation Security And Intelligence

DECLARATION

I hereby declare that all the above information is true
To the best of my knowledge

VINEETHA THANKACHAN

