



CONTACT

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Dubai UAE

PERSONAL PROFILE

Date of Birth : 04.04.1996

Gender : Female

Marital Status : Married

Nationality : Indian

LANGUAGES KNOWN

English, Malayalam and Hindi

SWETHA SATHEESH KUMAR

OBJECTIVE

- To seek a challenging and responsible position in a large and professional organization where I will have the opportunity to make a positive contribution to business growth and to achieve a personal development and a career advancement where it would strongly help in motivating my capabilities to fully prove my worth and to be a team to a substantial target beating performance.*

WORK EXPERIENCES

● HDFC Bank Ltd

21-10-2021 to 19-12-2023

Assistant Manager

- Banking Operations - Handling daily cash & other customer transactions with daily reconciliation.*
- Lobby Management - Monitoring the queue management system and evaluating the real time information to enhance the customer satisfaction level*
- Customer Service - Addressing banking related customer queries & resolving them to customer satisfaction level.*
- Daily Reporting - Reviewing, finalizing & reconciling daily branch reports.*

● Arooha Tours and Travels pvt ltd

Kannur, Kerala

01-10-2018 to 31-10-2019

Reservation and Customer relation Executive

- Assist customers or travelers who wish to make reservations with a airline or other travel service.*
- Involved in planning, development, promotion, administration and implementation of tourism products*

- **Concorde Tours and Travels**

Kannur, Kerala

21-03-2018 to 30-09-2018

Travel and Tour Consultant

ACADEMIC RECORDS

- **BBA (Airline & Airport Management)**

Bharathiyar University, Coimbatore - 2016

- **Higher Secondary**

Kerala Board of Higher secondary Examination

2011 - 2013

PROFESSIONAL QUALIFICATION

- *Foundation in Travel and Tourism - 2016[IATA]*
- *Diploma in Aviation Hospitality and Airport Management*
- *Computer Reservation System [Abacus, Amadeus, Galileo]*
- *Diploma In Cabin Crew Management*

COMPETENCIES

- *Airport handling*
- *Check- in staff*
- *Customer service agent*
- *Cabin crew*
- *Ticketing staff*
- *Tour operator*
- *Travel consultant*
- *Tour consultant*

DECLARATION

I hereby declare that the above mentioned information's are correct to the best of my knowledge and I bear the responsibility for the correctness of the particulars.

Sincerely

SWETHA SATHEESH KUMAR