



SRUTHI KRISHNA K

CUSTOMER SERVICE

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Customer-focused professional with over 6 years of experience in the travel and aviation industry. Expertise in delivering exceptional customer service, including handling special requests, baggage, and immigration support. Skilled in ensuring smooth airport operations, coordinating with ground staff, and providing timely flight updates. Adept at resolving customer concerns, managing high-pressure situations, and maintaining safety and compliance. A proactive team player with strong communication and multitasking abilities, committed to enhancing the passenger experience.

PROFESSIONAL SKILLS

- Customer Service Excellence
- Airport Operations & Procedures
- Passenger Assistance & Support
- Baggage Handling & Claims Management
- Flight Information Coordination
- Special Requests Handling (VIP, PRM, Unaccompanied Minors)
- Conflict Resolution & Problem-Solving
- Time Management & Multitasking
- Communication & Interpersonal Skills
- Team Leadership & Collaboration
- Operational Safety & Compliance
- Ticketing & Reservations Management
- Meet & Greet Services
- Attention to Detail & Accuracy
- Flight Scheduling & Gate Coordination

PROFESSIONAL EXPERIENCE

TEAM LEADER

Bird Airport Service, Coimbatore Airport, India | 2022 – 2024

- Led a team of staff, ensuring seamless airport operations and high-quality customer service.
- Coordinated and supervised daily operations, including check-ins, baggage handling, and security procedures.
- Trained and mentored team members, improving overall efficiency and service standards.
- Ensured compliance with airline and airport regulations, maintaining a safe and secure environment.
- Implemented strategies to improve operational workflows, reducing delays and improving customer satisfaction.
- Managed conflict resolution, ensuring a positive experience for both passengers and team members.
- Conducted regular performance evaluations and provided constructive feedback to ensure team growth.

CUSTOMER SERVICE AGENT

BWFS, Cochin International Airport, India | 2019 – 2021

- Provided exceptional customer service by assisting passengers with check-in, boarding, baggage inquiries, and other airport-related services.
- Addressed customer concerns and inquiries, ensuring prompt and accurate responses to enhance passenger satisfaction.
- Assisted in coordinating flight schedules, including managing delays, cancellations, and rebookings.
- Managed special requests such as passengers with reduced mobility (PRM), ensuring a comfortable and safe airport experience.
- Worked closely with airlines, ground crew, and airport security to ensure smooth operations and safety compliance.
- Ensured compliance with airline policies, procedures, and airport regulations to maintain safety and security.
- Handled customer complaints professionally, providing solutions and escalating issues when necessary.
- Maintained accurate records of passenger interactions, including ticketing, boarding, and lost baggage claims.

CUSTOMER SERVICE AGENT

SriLankan Airlines & SpiceJet Airlines, Cochin International Airport | 2014 – 2019

- Delivered high-quality customer service, including check-in, ticketing, baggage handling, and boarding.
- Assisted passengers with inquiries, seat selection, and special requests (e.g., unaccompanied minors, PRM).
- Coordinated with ground crew to ensure on-time departures and seamless operations.
- Managed passenger complaints, providing solutions and escalating issues when needed.
- Processed baggage claims and resolved lost or damaged luggage issues.
- Monitored flight information and updated passengers on delays, cancellations, and gate changes.
- Ensured compliance with airline policies, security regulations, and airport procedures.
- Assisted with ticket sales, reservations, and booking system management.
- Conducted pre-flight checks to ensure smooth passenger experience.

MEET & GREET SERVICE AGENT

GHA-Bird Worldwide Flight Services, Cochin International Airport | 2013 – 2014

- Delivered personalized meet and greet services to arriving and departing passengers.
- Assisted with immigration and customs procedures, offering guidance throughout the airport.
- Coordinated with ground staff to manage special services for VIPs, First Class, and Unaccompanied Minors.
- Handled luggage for meet-and-greet passengers, ensuring smooth transitions.
- Addressed passenger inquiries and resolved concerns promptly.
- Collaborated with airline staff and security to ensure safety and efficiency.
- Facilitated lounge access and special requests for high-profile passengers.
- Monitored flight schedules and gate changes, providing timely updates.

EDUCATION

Bachelor in Travel and Tourism | 2016 – 2018

Diploma in Airline and Airport Management | 2012 – 2013

Higher Secondary Education | Board of Higher Secondary Examination, Kerala | 2009 – 2011

LANGUAGES

- English, Hindi, Malayalam
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