

# Shajin Alex

AIRPORT CUSTOMER SERVICE EXECUTIVE [linkedin.com/in/shajin\\_alex](https://www.linkedin.com/in/shajin_alex)

**Contact** Al Qusais, Dubai | +971545641043 [Shajinalex555@gmail.com](mailto:Shajinalex555@gmail.com)



## Personal Statement

Customer Service Executive with over 3 years of experience in the aviation industry. Proven ability to handle high-volume customer interactions with a focus on delivering exceptional service and operational efficiency. Skilled in airline ticketing, reservations, and customer relationship management (CRM). Seeking to leverage my skills and expertise to contribute to a forward-thinking organization in the UAE.

## Experience

### Customer Service Executive, Air India SATS, New Delhi, India

*June 2022 – July 2024*

- Managed customer interactions, efficiently resolving passenger inquiries and complaints to enhance customer satisfaction and drive loyalty.
- Delivered exceptional customer service, examining passengers' tickets/boarding passes and government-issued identification.
- Provided clear and concise information regarding schedules, directions, ticket costs, processing fees, and ticket sales.
- Consistently surpassed customer service goals based on random customer surveys.
- Represented the customer service and business needs on behalf of Air India SATS.
- Assisted special needs customers, including those needing boarding assistance and unaccompanied minors.
- Made announcements regarding flight activity at the gate or over the airport's PA system.
- Maintained liaison with airlines, customer representatives, and ground handlers.
- Managed administrative tasks, including records management, scheduling, and correspondence.
- Coordinated with various departments to ensure smooth operations and enhance efficiency.
- Prepared reports and presentations for senior management, improving decision-making processes.
- Assisted with ISAGO audit preparations, ensuring compliance with baggage handling and signage standards.
- DG CAT-9 Certified in handling dangerous goods, ensuring compliance with industry safety regulations...

### Customer Service Executive, Vymanika Consulting Pvt. Ltd, Delhi, India

*November 2021 - March 2022*

- Enrolled passengers in the Frequent Flyer Program, effectively communicating benefits to enhance loyalty.
- Achieved daily target of 80 new enrollees, demonstrating strong sales and communication skills.
- Contributed to meeting and exceeding company objectives, navigating challenging market conditions

### Guest Service Agent, the Mercy Luxury Business Hotel, Kerala

*August 2020 – January 2021*

- Managed rooftop bar food and beverage services, resulting in a 15% increase in customer satisfaction.
- Handled guest inquiries and special requests, ensuring personalized and exceptional experiences

## Education & Certifications

- Diploma in Hospitality Management, Customer Service & Travel Management, Frankfinn Institute, India
- Bachelor of Arts in English Literature, Bharathidasan University
- Amadeus Certified & DG CAT-9 Certified

## Skills

- Customer Service
- Sales support
- Ticketing & Reservations
- Customer Relation

## Passport & Visa Details

- **Passport No** – U5072634
- **Passport Expiry** – 29/12/2030
- **Visa Type** – Visit Visa (Transferable)
- **Visa Expiry** – 29/01/2025
- **Date of Birth** – 05/10/2001

**Languages** (Tamil, Hindi, English, Malayalam)