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**Melvin Mathew**

**Ph:** +91 9496803094

**E-Mail:** melvinmathew89@yahoo.com

CAREER OBJECTIVE

To join an interative organization that offers me a constructive workplace for communicating and interacting with customers for achieving the company’s goals. I am highly organized, with excellent interpersonal skills, looking for a challenging, rewarding position in the Airline Industry, to utilize my creativity, management skills, and experience.

PROFESSIONAL SUMMARY

* Reservation Sales
* Handling of IROP by re-issuing to the next available flights
* Load Officer (B737-700/800/900 & ATR aircrafts)
* Check-In Counters
* Boarding gate
* General declaration for International flights
* Updating AOCC loads
* Receiving flights on arrival and smooth baggage delivery
* Mishandled baggage officer
* Hospitality services
* Guest service management
* Team player
* Handling complaints
* Policies & procedures
* Manpower management
* Preparation of reports
* Coordination between ramp, operations team and caterers for smooth flight dispatch
* Equipment handling and material management

EDUCATIONAL QUALIFICATIONS

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Board/Institution** | **Academic Year** |
| MBA, Airline & Airport Management | Nehru College of Aeronautics & Applied Science, Coimbatore | 2013 |
| B.Com with Tally | Mar Augusthinose College, Pala | 2010 |
| Higher Secondary Education | Kerala Board | 2007 |
| SSLC | Kerala Board | 2005 |

WORK EXPERIENCE

**Organization:** Jet Airways (I) Ltd.

**Designation:** Senior Customer Service Assistant

**Duration:** September 2017 – Present

**Key Responsibilities:**

* Reservation of tickets according to the guest’s destination
* Ensuring that the guests receive a smooth connectivity of flights
* Maximize the revenue via Tele-Sales
* Maintaining the records of Jet Privilege enrollments
* Maintaining the load profiles
* Daily revision of flight loads
* Updating OK TO BOARD in the PNR’s
* Responding to the passengers phone calls and helping them in their problem resolution
* Calling out the travel partners for the improvement of sales
* Maintaining the finance and closing the daily accounts

**Organization:** Jet Airways (I) Ltd.

**Designation:** Customer Service Assistant

**Duration:** May 2013 – September 2017

**Key Responsibilities (Airport services):**

* Monitoring and supporting staff in delivering a high quality service based on the company norms and operating procedures
* Plan, organize, direct and control the effective use of man and material resources to meet the handling of operations for scheduled and non-scheduled flights.
* Planning and preparing with flight loads for the turnaround of the flights.
* Ensuring no delays on flights.
* Ensuring the loadings done as per the LIR.
* Coordinating with the cabin appearance team and catering team.
* Handled the meda guest on arrival of the flight.
* As a load officer, cross-checking and signing the load sheet (B737-700/800/900 & ATR aircrafts) before submitting to the operating captain.
* Endeavour and uphold company procedures and work rules to ensure the effect and efficient running of the section
* Delegating tasks to staff to ensure that all aspects of the operation are effectively allocated, especially on days off
* Make suggestions and implement changes and improvements, and implementing company guidelines regarding the supervision of guests
* Respond to customer comments or complaints
* Coordinate with other airlines for the smooth connection of passengers and baggage transfers
* Quick handling of international transit passengers
* Ensuring the smooth baggage delivery of guests on time
* Assisted the transit guests to the departures
* Assisted guests for an easy clearance of security check
* Took over complaints regarding the mishandled baggage
* Registering complaints, investigating and tracking of mishandled baggage
* Ensuring smooth delivery of mishandled luggage to the passengers without any delay

PERSONAL SKILLS

* Warm personality with a healthy physique.
* Excellent communication & interpersonal skills
* Ability to negotiate and influence
* Confident to handle any situation
* Patient and Polite but firm Team player
* Keeping calm under situation of conflict
* Adaptable personality with a willingness to learn
* Integrity, humility and an entrepreneurial attitude

TECHNICAL SKILLS

* **Airline Platforms:** Sabre
* **M.S Tools:** M.S.Word, M.S.Excel,
* **Operating Systems** : Windows (98, 2000, XP)
* Thorough understanding of the airline rules and procedures.

LANGUAGES KNOWN

* English
* Malayalam
* Tamil
* Hindi

PERSONAL DETAILS

**Father’s Name:** TJ Mathew

**Date of birth :** 02-11-1989

**Age :** 28 Years

**Sex :** Male

**Nationality :** Indian

**Marital Status:**  Married

**Passport Number:** K2245948

**Address:**

Thadathil Bhavan,

Thellakom P.O,

Kottayam,

Kerala – 686630

REFERENCES

* Mr. C. Padmakumar,

Manager-Key Accounts,

Jet Airways (I) Ltd.,

Bab Chambers,

Ground floor, Opp. Cochin Shipyard,

Atlantis Jn., Cochin-682015

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Declaration

I hereby declare that all the information’s given above are true to the best of my knowledge.

Melvin Mathew