

# SHUBHAMGUPTA

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## Career Objective

To pursue a highly challenging career in an industry and work closely with a team of highly experience professionals so as to enable myself to grow along with the firm.

## Professional Summary

- Ø Result oriented professional over 4-years 10 months in Airlinesbackground, Airport service, Guest Relation management & Security Executive.
- Ø Demonstrated abilities in cementing healthy relationship with internal and external Guest for effective service. Proactive professional equipped with thorough product knowledge.
- Ø An exemplary communicator with excellent interpersonal skills.
- Ø Excellent planning, execution, monitoring and resource balancing skills coupled ability to handle multiple simultaneous tasks under high pressure and tight deadlines.

I am currently working with **GO AIRLINE** as **Executive Security**.

## Employment History

Sr. No	Organization	Designation	Tenure	Reason for change
1	GO AIRLINES	Executive Security	DEC 2014 Till Working	Looking for Better opportunity
2	INDIGO AIRLINES	Agent Security, Customer Service	JAN 2011 To OCT 2014	Looking for Better opportunity
3	HOTEL INFINITE	Front-Office Executive	FEB 2008 TO DEC 2010	Looking for Better opportunity

## EDUCATION QUALIFICATION

- Ø Pass Intermediate (10+2) from Modern School (MP BOARD) secured First Division from Shivpuri.
- Ø Passed DCPA course in the A- grade from AISCT Computer Education on 2006 from Shivpuri.
- Ø B.C.A. MAKHANLAL University (BHOPAL).
- Ø Pursuing MBA.

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**PROFESSIONAL QUALIFICATION:**

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- Ø BCAS Basic Avsec Certified.
- Ø Basic Avsec refresher certified.
- Ø DCS certified.
- Ø Marshaller certified.
- Ø Dangerous Goods and Regulations (DGR) Trained.
- Ø Ramp Champ. (2013)
- Ø Taking care of GSD Equipment.

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**RESPONSIBILITIES:**

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Ø **AIRLINES AND HOTEL:**

- ✓ Highly Skilled in greeting passenger in a polite manner.
- ✓ Professional and neat appearance.
- ü To provide all necessary information to passengers and make their journey comfortable.
- ✓ Welcome passengers and handling help desk counter.
- ✓ Carry out check-in boarding and disembarkation procedure.
- ✓ Aircraft guarding and inspections-physically inspecting the interior of aircraft.
- ✓ Check baggage inspection at airline check-in counter.
- ✓ Checked baggage screening (CBS) monitoring cargo baggage.
- ✓ Guarding of exit and entry doors and loading docks.
- ü Done multitasking.
- ü Helping new joinee's to perform their allocations properly.
- ü Minimize guest's complaints and maximize satisfaction level by providing them world class services and convincing them to fly again with good times.
- ✓ Queue Management.
- ü Housekeeping & General Maintenance.
- ✓ Finance & Billings and Vendor Management Hotel booking for Layovers and Senior Leadership.
- ✓ Assisting passengers upon their Arrival (lost luggage) and Departure, checking Counter, BMA- (Baggage make-up area), Boarding Gate, floor walking, custom.
- ✓ To make reservation (Domestic, International) for guest's, processing refund, changing reservation date, revalidation, exchange mask, fresh bookings for the Guest.
- ✓ Escorting special handlings Guest's till aircraft.

- ↳ Helping new joiner's to perform their allocations properly.
- ↳ Acting most of the time as a supervisor at reservations.
- ↳ Minimize guest's complaints and maximize satisfaction level by providing them world class services and convincing them to fly again with good times.
- ↳ Monitoring and ensuring smooth flow of passengers at the airport Finance & Billings and Vendor Management.
- ↳ Hotel dealings for Layover aircrafts.
- ↳ Travel Management for both internal and external customers.
- ↳ Identifying learning needs of team and enrolling them for appropriate programs.
- ↳ Assisting guest with their food and beverage requirements at the restaurant, and food court or lounge during interrupted flights.
- ↳ Emergency Evacuation Drills.

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#### PERSONAL DETAILS:

Name : Shubham Gupta  
 Date of Birth : 14-07-1989  
 Marital Status : Married  
 Sex : Male  
 Nationality : Indian  
 Religion : Hindu  
 Language : Hindi & English  
 Passport : Yes

*Personal Attributes: Positive attitude, adjustable behavior and Optimistic Nature*

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#### SKILLS SUMMARY:

- Adaptability to changing environment and trends.
- Able to do any task independently in a smart and efficient way.
- Loyalty and honesty towards my work and people surrounding me.

**DATE:**

**PLACE: PUNE**

**(SHUBHAM GUPTA)**