



# AJIN SHAJU

## HR executive and recruitment assistant

Motivated Recruiting Assistant accomplished in managing business planning and implementing standard processes. Well-developed leadership skills and strong communicator. Conscientious well-organized detail-oriented and willing to take initiative; ability to work in a fast-paced environment and strong follow-through skills.

## Contact

+91 9316271791  
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Gujarat

## Education

### Holy Angels convent school

SSC  
2014 - 2015

### Holy Angels convent school

HSC  
2016 - 2017

### Narmada college of science and science

BACHELOR OF BUSINESS  
ADMINISTRATION  
2017 - 2020

### Aerostar jet training academy

Airport and hospitality  
management

## Skills

Organized  
Communication  
Teamwork  
Meeting deadlines  
Critical thinking

## Experience

### Customer service executive

Mumbai international airport SEP 2021 - FEB 2022

Started my career as a customer service executive at Mumbai international airport working for virgin Atlantic Airways.

- Processed tickets, checked baggage, and monitored carry-on baggage for size and quantity, collected checked baggage fees at gate, and assigned seats.
- Announced and provided information on arrival and departure times, boarding procedures, gate changes, and carry-on regulations.
- Assisted customers with special needs and quickly addressed and resolved customer complaints.
- Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.
- Responded politely to passengers complaint regarding ticketing, and baggage handling.
- Managed gate and cabin service for each flight.
- Providing best customer service to the passengers.
- Solving queries and finding the best solution.
- Managing database and making easy and comfortable process for the passengers.
- Check - in Process.
- Pre Flight process and Post Flight process.
- Preparing cashier report.
- TRC ( Turnaround Coordinator).
- Departure process and Arrival process.

### Recruitment Assistant

SEP 2022 - Still continuing

IMS PEOPLE POSSIBLE ( NHSP )

as a recruitment assistant my duties include

- Coordinate hiring activities.
- Undertake querical activities.
- CV screening.
- Schedule interviews and keep calenders for all hiring team.
- Greet and assist interviewers onsite.

- Coordinate the interviews
- Great attention to detail
- Outstanding communication skills
- Problem-solving ability
- Ability to work independently and as part of a team
- Maintaining ATS

## Hobbies

- Photography
- Traveling

## Language

Hindi



English



Gujarati



Malayalam



Tamil

