

Toral Panchal


Senior Cabin Crew

To work for Service Industry where I could apply my learning and soft skills to provide high quality service. To be a part of an environment that would help hone my knowledge and skills.

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+91-8758888028 

Ahmedabad, India 

1st April, 1992 

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WORK EXPERIENCE

Senior Cabin Crew

Spice Jet Airlines

04/2016- Present

Ahmedabad, India

Achievements/Tasks

- Working as sole flight attendant; responsible for handling all in-flight service and safety standards.
- Providing customer service to Spice Jet Airlines passengers in accordance with company procedures.
- Assisting customers with special needs or requests; providing meal and drink service while in-flight.
- Handling a wide range of customer service activities for the airline and answered escalated customer issues.
- Assisting pilots on established procedures.
- Flight attendants should speak clearly, listen attentively, and interact comfortably with passengers and other crew members. Customer-service skills. Flight attendants should have poise, tact, and resourcefulness to handle stressful situations and meet passengers' needs. Decision-making skills.

Freelance Content Writer

Vivid Holiday Group

09/2018- 01/2021

Ahmedabad, India

Achievements/Tasks

- Researching industry-related topics (combining online sources, interviews and studies)
- Writing clear marketing copy to promote our products/services.
- Preparing well-structured drafts using Content Management Systems.

Cabin Crew

Indigo Airlines

04/2014- 05/2015

Ahmedabad, India

Achievements/Tasks

- Worked as sole flight attendant; was responsible for handling all in-flight service and safety standards.
- Provided customer service to [company name] passengers in accordance with company procedures.
- Assisted customers with special needs or requests; provided meal and drink service while in-flight.
- Handled a wide range of customer service activities for the airline and answered escalated customer issues.
- Assisted pilots on established procedures. Performed all duties as assigned.
- Flight attendants should speak clearly, listen attentively, and interact comfortably with passengers and other crew members. Customer-service skills. Flight attendants should have poise, tact, and resourcefulness to handle stressful situations and meet passengers' needs. Decision-making skills.

Admin

Siddhey Engineering.

Pune, India

Achievements/Tasks

- Manage office supplies stock and place orders
- Prepare regular reports on expenses and office budgets
- Maintain and update company databases
- Organize a filing system for important and confidential company documents
- Answer queries by employees and clients
- Update office policies as needed
- Maintain a company calendar and schedule appointments
- Book meeting rooms as required
- Distribute and store correspondence (e.g. letters, emails and packages)
- Prepare reports and presentations with statistical data as assigned

Customer Service Representative

I.T. CUBE Solutions Pvt. Ltd

Pune, India

Achievements/Tasks

- Serves customers by providing product and service information and resolving product and service problems
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information. Maintains customer records by updating account information.

EDUCATION

S.S.C Boards .

Kataria High School. (2008)

Pune, India

D.B.A

Hindustan College of Management & Research (2009 – 2012)

Pune, India

INTERESTS

SKILLS

Volunteering and community involvement
Reading
Writing
Learning
Art
Traveling

Communication
Team Management
Leadership
Multi- Tasking
Customer Handling
Pressure Handling

DECLARATION: I DO HEREBY DECLARE THAT THE PARTICULARS OF INFORMATION AND FACTS STATED HEREIN ABOVE ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

YOUR'S SINCERELY.

TORAL PANCHAL