

# Rohit Sharma

Phone: +91-9876543210

Email: rohit.sharma@example.com

Location: Mumbai, India

## Profile Summary

Enthusiastic and customer-oriented professional with excellent communication skills in English and Hindi, seeking a Ground Staff position in the aviation industry. Passionate about ensuring smooth airport operations and delivering exceptional passenger experiences.

## Education

Higher Secondary (10+2) - ABC Senior Secondary School (2020)

## Skills

- Customer Service
- Aviation Ground Handling
- Guest Handling & Relations
- Baggage Handling
- Flight Check-in & Boarding
- Front Office Management
- Reservation & Ticketing
- Multilingual Communication

## Experience

Customer Service Associate - XYZ Hospitality (2021-2023)

- Handled guest check-ins and check-outs, ensuring a smooth experience.
- Addressed guest inquiries and complaints promptly and professionally.
- Assisted in event management and front desk operations.