

ANJALI SHARMA +91 98765 43210 | anjali.sharma22@email.com | Jalna, Maharashtra

OBJECTIVE A highly enthusiastic and customer-centric individual with a recent 10+2 qualification, seeking to begin a career as Ground Staff with a reputable airline. Eager to leverage strong communication skills in English and Hindi to provide excellent passenger service and contribute to efficient airport operations.

EDUCATION Higher Secondary Certificate (HSC) - Commerce | 2024 Jalna Junior College, Jalna

EXPERIENCE Customer Service Intern | Hotel Royal Palace, Jalna | April 2024 – June 2024

- Assisted front desk staff with greeting guests, managing check-in inquiries, and handling reservations.
- Responded to guest queries and provided information about hotel amenities and local attractions.
- Helped resolve minor guest concerns to ensure a positive experience.

SKILLS

- **Customer Service:** Friendly, patient, and dedicated to passenger satisfaction.
- **Communication:** Fluent in English and Hindi (Spoken & Written).
- **Problem-Solving:** Quick thinker with the ability to handle unexpected situations calmly.
- **Interpersonal Skills:** Team player with a positive and cooperative attitude.
- **Computer Skills:** Proficient in MS Office Suite.

PERSONAL DETAILS

- **Date of Birth:** July 15, 2006 (Age: 19)
- **Languages:** English, Hindi, Marathi
- **Nationality:** Indian