

# Guddu Shaw

guddushaw31@gmail.com / +91 6296651183,875034118 / New Delhi, Delhi

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## Experience

### **Senior Customer Service Executive**

**GMR Group Ltd. • New Delhi, 08/2024 - Present**

- Help passengers with check-in, boarding and baggage procedures
- Assist passengers with special needs such as elderly travelers or passengers with disabilities
- Resolve passenger's complaints and ensure a positive experience
- Manage lost Baggage claims and coordinate with baggage handling team
- Direct passengers to appropriate counters or departments for further assistances
- Assist with emergency protocols and evacuation procedures
- Work closely with airlines, ground handling staff and airport management
- Coordinate with immigration, customs, and security teams for smooth passengers processing

### **Airport Operation & Customer Service**

**Interglobe Aviation Ltd. (Indigo) • New Delhi,  
03/2021 – 07/2024**

- Made reservations and helped passengers find deals
- Routinely greeted passengers and handled processing procedures
- Coordinated flight schedules
- Dealt with any customer service issues as necessary
- Tracked information on flight bookings and cancellations
- Handled online reservations and prepared related documentation of bookings
- Prepared daily reports of customer activity
- Responded to customer inquiries in person online and on the phone

### **Customer Service Representative**

**Airtel Bharti Ltd. • Kolkata, 09/2017 - 02/2021**

- Achieved a customer satisfaction score of 92% and exceeded all key performance indicator targets, including call length and conversion rates
- Provide support to customer service representatives for escalated issues, maintaining a customer satisfaction rating of 91%-93% YOY
- Communicated with empathy, patience, and understanding and identified solutions to ensure guest satisfaction and diffuse conflicts
- Handle **50+ customer interactions per day**, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction

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## **Skills**

Customer service, Time management, Good Communication skills, Microsoft word, Microsoft excel, Guest services, Leadership, Documentation review, Flexible and work under pressure to meet deadlines.

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## **Awards**

Appreciation for Quick Resolver, Mr. Asia Winner in body building, 1st Winner in 100 meter race

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## **Languages**

English, Hindi, Bengali

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## **Education**

### **BCOM**

Vinoba Bhave University • Hazaribagh, Jharkand  
04/2018

### **12th**

Vinoba Bhave University • Hazaribagh, Jharkand  
04/2014

### **10th**

Mother Mary School • Barakar, West Bengal  
04/2012

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## **Personal Details**

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| 1. <b>Father name</b>       | : Lt. Shiw Shankar Shaw                              |
| 2. <b>Date of Birth</b>     | : 29/11/1995   |
| 3. <b>Gender</b>            | : Male   |
| 4. <b>Marital Status</b>    | : Unmarried  |
| 5. <b>Permanent Address</b> | : Hospital Road Barakar Dist: paschim Burdwan,713324 |
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## **Declaration**

I promise that the particulars given above are true to the best of my knowledge and belief. I also promise that I will stick to the rules & regulations of the company and put my best to improve the productivity of the company within my boundaries.

**Date :**

**Place:**

