

## S SHRADDHA

Female, 26 Years

Email ID: [shraddhask96@gmail.com](mailto:shraddhask96@gmail.com)

Cell No : 9631207988/8789556207

Present Address :

Flat No. B-002, Labh Darshan 1 CHS Ltd.,  
Near Dahisar Subway, Off CS Road,  
Avdhut Nagar, Dahisar East, Mumbai  
400068 MS



---

### OBJECTIVES

To be a skillful “**Customer Service Executive**” as an Airport duty Ground Staff with a leading Airlines by utilizing my experience and vocabulary skills.

### EDUCATIONAL QUALIFICATIONS

Qualification	Board/University	Year of Passing	Grade
Diploma in Civil Aviation & Hospitality Management	Frankfinn Institute, Mumbai	2019	A
B.Com (Honors)	Kolhan University	2017	A
Senior Secondary School Certificate	CBSE	2014	A
Secondary School Certificate	CBSE	2012	A

### WORK EXPERIENCE

**3 years experience** as a **CUSTOMER SERVICE EXECUTIVE** with **SPICEJET AIRWAYS**, at **SARDAR VALLABHAI PATEL INTERNATIONAL AIRPORT, AHMEDABAD** and **presently posted at CHATRAPATI SHIVAJI MAHARAJ INTERNATIONAL AIRPORT, MUMBAI**. Key Responsibilities include Handling Passenger queries and providing appropriate solutions, Assist Passengers before and after Flights, Assist Passengers for smooth Check in and Boarding process, Assist the Terminal Office with Administrative and Record Keeping process including Muster Records and Roster Data, Assisting in the Ramp Area etc.,

**Also having Load Controller (LCC) License.**

### Key Achievements

1. **Spice Star Award** for Quality Performance
2. Received **Certificate of Appreciation** in recognition of my Extraordinary Team Work and Active Participation on the Customer Delight Events

### My Strengths

I am a keen learner, Positive Thinker, Hospitality Savvy and do not shirk from assigned tasks

### My Weakness

1. Too much application of mind on pros and cons
2. Focusing too much on detailing and procedural norms
3. Finding it difficult to say NO

**LANGUAGES KNOWN**

ENGLISH, HINDI and TAMIL

**COMPUTER PROFICIENCY**

MS Office – Word, Excel and PowerPoint and Net Savvy

**INTERESTS & HOBBIES**

Dancing (Certificate in Kathak Dance & Won Certificate in Inter School Dance Competition)

Painting (Certificate in Painting)

Travelling, Listening to Music, Watching Movies, Tele Serials and Exploring different Cultures

**MARITAL STATUS**

Married

**FAMILY**

Father – Employed with State Bank of India in Jamshedpur

Mother – Housewife

Sister – Dentist

Husband -Consultant

**PERMANENT ADDRESS (AS IN RECORDS PARENTAL)**

**B – 14, SBI Residential Colony,  
Near Centre Point Hotel, Contractor's Area,  
Bistupur, Jamshedpur 831001, Jharkhand**

**HUSBAND'S**

**House No. 19, Varkala Villa, Krishna Vihar  
Phase 2, CRPF Road, Issasani, Nagpur,  
MS 440019**

**WHAT I AM LOOKING FOR**

I am looking for growth oriented career opportunities with reputed Aviation Companies or in any other Hospitality Sector at a higher hierarchy in similar profile/Hospitality Management, and I can assure the would be employer of services to the best of my abilities and to their satisfaction.



