



## PROFILE

Highly motivated and customer-oriented Ground Staff currently working at Indigo Airlines with 3 years and 8 months of industry experience. Proven track record of ensuring safe and efficient operations, baggage handling, and flight boarding procedures. Proficient in handling customer queries and complaints with empathy and professionalism, delivering high-quality customer service. Experienced in working collaboratively with cross-functional teams to ensure timely and smooth flight operations.

## CONTACT

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## PERSONAL SKILLS

- Polite and professional approach
- Good at co-ordination, documentation and communication
- Friendly Attitude
- Honest and Reliable
- Flexible and can settle in new working environment within no or very little time.

# ASHMEET KAUR

## WORK EXPERIENCE

### Executive Security

#### Indigo Airlines

April 2019 – Present

Certified Basic Avsec & Dangerous Goods

### Trainee security executive

#### Go air

Sep 2018 - April 2019

### Guest Service Agent (GSA)

#### Hotel Ramada (Ramada Lounge at Lucknow Airport)

July 2017 - Sep 2018

Customer Handling

## EDUCATION

Graduation – Lucknow University (Guru Nanak Girls College) - 2019  
BCOM

Frankfinn Institute of Air Hostess Training - 2017  
Diploma in Hospitality and Travel Management

Intermediate – St. Joseph's Inter College Lucknow - 2016  
ISC Board

High School - St. Joseph's Inter College Lucknow - 2014  
ICSE Board

## KEY COMPETENCIES

- A warm, friendly, outgoing and motivational personality.
- Quick in making decisions, can work under stress.
- Maintain standards as per Company requirements.
- Ensure effective threat assessment and response capability
- Achieve department goals and follow up
- Maintain work procedures as per company requirements

## PERSONAL DETAIL

- Father name – Mr. Davinder Pal Singh
- Date of Birth - August 21, 1997
- Nationality - Indian
- Gender - Female
- Marital Status - Married
- Language Known - English, Hindi and Punjabi.