

# DEEPIKA VAS

08 February 1992

## CONTACT



Mumbai - 401202



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deepipanchal8@gmail.com

## EDUCATION

### COLLEGE

Rizvi college of ASC - Mumbai  
TY.BCOM - March 2013

### COLLEGE

Podar college - Mumbai  
H.S.C - March 2010

## EXPERTISE

Research skill

Analytical skills.

Attention to detail

Communication skills

Leadership skills.

Decision making

## PROFESSIONAL PROFILE

To join reputed Organization that will provide the required boost to my growth prospects by utilizing capacities optimally and providing learning opportunities for further career Enhancement

## EMPLOYMENT HISTORY

### Airline Customer Service Executive

#### Indigo Airlines, Mumbai, India - Aug 2019 - Till Date

- Committed to prompt service to customers for their utmost satisfaction.
- Checked-in passengers for domestic travel using computerised systems.
- Processed tickets, checked baggage and monitored carry-on baggage for size and quantity, collected checked baggage fees, and assigned seats.
- Highlight to customers the legal requirements covering their journey such as passport, visa & health requirements and other details such as check-in place and time.

Actively be involved in suggesting new ideas and providing recommendations on the improvement of the service provided, thereby increasing revenue and ensuring Emirates success as a market leading airline

### Customer Service Assistant

#### Emirates,Mumbai, India - Jan 2018 to till Feb 2019

Ensure the highest standard of customer service is provided to Emirates customers,  
Provide them with details on Emirates tariff fares and actively issue online tickets and sell related products.  
Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that the customer request is met in order to provide them with excellent service.

## SKILLS

Customer  
Relations

Sales

Administratio  
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Team  
Player

Objective  
Driven

Adaptable

## TRAITS

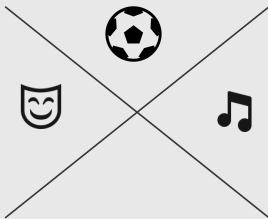
CREATIVE

PEOPLE PERSON

HARD WORKING

DEDICATED

## INTERESTS



## EMPLOYMENT HISTORY (CONTINUED)

### Airline Customer Service Executive

#### Jet Airways, Mumbai, India - March 2014 – June 2017

- Assisted customers with special needs and quickly addressed and resolved customer complaints.
- Collected ticket payment in cash, credit cards.
- Rebooked passengers on late arrivals by maintaining customer satisfaction without compromising company guidelines.

Helped the airline staff members for safe and consistent operations assisted unaccompanied minors and seniors with special help