



VAISHALI GATLEWAR

CONTACT

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📅 12/07/1996

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OBJECTIVE

Highly energetic and a dedicated Airline Professional seeking a position in a dynamic environment where I can apply my knowledge and skill set to contribute to the success of the company

SKILLS

- Administrative Assistance
- Problem Solving
- Public Speaking
- Training and Development
- Customer Service
- Collaboration Talent
- Communication and Interpersonal skills

INTERESTS

- Mythology
- Photography
- Technology
- Culinary Art
- Coaching
- Bloggng
- Sports

LANGUAGE

- ✓ English - Full Proficiency
- Hindi- Full Proficiency
- Marathi - Full Proficiency
- Telugu - Limited Proficiency

EXPERIENCE

✈ SPEEDJET AVIATION ACADEMY

May 2023 - Present

SOFT SKILLS AND BEHAVIORAL TRAINER

- Conducting classroom and online training sessions on behaviour and corporate training
- Planning, preparing and delivering lessons to a range of classes and age groups
- Training aspiring pilots, aviation and hospitality students on social skills and language to make them employable.
- Add skill set enhancement programs for various levels.

✈ VISTARA AIRLINES

Oct 2021 - May 2023

CABIN CREW

- Personally deal with VIPs, media representatives and ambassadors flying in First Class.
- Carry out sales duties on board and ensure the target is met on International Flights prior to landing.
- Finalise all mandatory paperwork such as stock control and produce written flight reports after completing a journey.
- Ensuring customer satisfaction by answering questions and offering assistance.

✈ FLIPKART

May 2020 - Sept 2021

CUSTOMER SERVICE EXECUTIVE

- Provide support to Customer Care Team and Follow up with customers, process orders and applications.
- Meet call handling quotas and individual and team sales targets.
- Resolve Customer Complaints from time to time and provide them with alternate solutions.
- Escalate complaints to the appropriate internal teams and if the issue goes outside their immediate area of responsibility.

✈ INDIGO AIRLINES

Jan 2018 - Mar 2020

CABIN CREW

- Welcoming and greeting passengers; responding to their special requirements while ensuring customer satisfaction.
- Collaborating with colleagues to plan tasks and ensure sales activities were completed onboard short domestic flights.
- Taking inventory of on board sales transactions prior to landing.
- Complying with food safety standards and ensuring stock control.

EDUCATION

✈ Bedekar College of Arts and Commerce

June 2015 - May 2018

BACHELOR OF MASS MEDIA

Courses:-

- Advertising Creativity
- Digital Communication
- Public Relations
- Social Media Marketing

CERTIFICATIONS

- Diploma in Customer Service, Hospitality, Aviation and Travel Management -

Frankfinn Institute 2015-2016