**MONIKA SHARMA**

### Contact No.: +91 9425656128 ~ E-Mail: monika.sharma86104@gmail.com

**CAREER CONTOUR**

**6 Years of Experience in,**

**Customer Service** **Team Management**  **Leadership Skills**

**Client relationship**  **People Management**  **Quality management**

* Well versed in managing, motivating and leading teams for running successful business with proven ability of achieving Service Delivery
* A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas
* Proficient at maintaining cordial relationship with customers, ensuring quality and service norms, thereby achieving customer service satisfaction and business
* A skilled communicator with excellent man power management, relationship management, leadership, interpersonal and analytical skills
* **Currently working with SATKAR TOYOTA as HCR (Head of customer relation)**
* **Since August’10 to July ’14 with Spice jet Airways as Lead Cabin Attendant**

**Location- Chennai & Ahmadabad**

**Responsibilities:**

***Lead Cabin Attendant***

* Leading and managing a team from briefing till debriefing consistently
* Delivering an excellent standard of performance
* Ensuring the highest levels of performance of my team on a given day particularly customer service, punctuality and sales
* Lead responsibility for ensuring that my team deliver consistently high levels of customer service
* Ensuring that all aspects of company standard of procedures and compliance with current company standards are managed
* Motivating and leading the team and providing accurate and timely feedback to team members regarding issues such as punctuality and performance
* Maximising sales revenue and ensuring that sales trends, patterns and issues are communicated to the wider operations management team

**Highlights:**

* *Through knowledge of all aspects of the leadership role*
* *Highly motivated and keen to take responsibility and accountability for service delivery team performance*
* *Have proven track record of delivering high performance and dealing with different kind of guest’s satisfaction*
* *Excellent motivational,interpersonal,influencing and team skills*
* *Exceptional customer service and sales skills and commitments to meeting exceeding customer's expectations*
* *Result focused and solution driven with proven problem solving skill*
* *Flexible and adaptable with an enthusiastic and, professional with a positive attitude to work*
* **Since June’08 - June’10 with Paramount Airways – Cabin Attendant**

**Location -Chennai**

**Responsibilities:**

***Cabin Attendant***

* Actively participated in team from briefing till debriefing consistently
* Delivered an excellent standard of performance
* Ensured the highest levels of performance on a given day particularly customer service, punctuality and sales

**Highlights:**

* *Customer appreciation*
* *Highly motivated and keen to take responsibility and accountability for service delivery team performance*

**Academia**

* **1 year Diploma** in **Aviation, Hospitality & Travel Management** from Frankfinn Institute of Airhostess Training, Jabalpur.
* **Bachelor of Commerce (B.com)** from R.D.V.V University, Jabalpur.

**Personal Vitae**

Date of Birth : 10 December 1986

Marital status : Married

Husband : Vishal Singh

Passport Status : Holding valid Passport

Permanent Address : 169-A, Vivekananda colony, Near Sai Mandir, Chhindwara

Languages Known : English and Hindi (read & write)

Regional Language : Pahadi & Punjabi