**CURRICULUM VITAE**

**NIGALOLA KALAN**

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**EXECUTIVE SUMMARY**

* Expertise in customer service and safety
* Excellent ability to use diplomacy and non-judgmental behaviour during stress situations
* Excellent ability to keep cool and be patient during situations of crisis

**PERSONALITY TRAITS**

* Well presented, with proven ability to provide exceptional customer service.
* Ability to work with multinational team environment with confidence and minimal supervision.
* Good sense of humour, friendly and polite with professional attitude.

**ACADEMIC QUALIFICATION SCHOOL**

* Springs high school
* Board of high school and intermediate education from SRI CHAITHANYA JR COLLEGE

**GRADUATION**

* BUSINESS MANAGEMENT SUDIES IN AVIATION FROM XAVIERS INSTITUTION OF BUSINESS MANAGEMENT STUDIES

**Experience:**

1. **INTERGLOBE AVIATION PVT LTD SEPTEMBER *2016 –TILL DATE***

**Role: SENIOR EXECUTIVE CUSTOMER SERVICE**

**JOB DESCRIPTION**

* Handling of flights through approved security measures

● Profiling of Passengers.

* Monitoring access control to the Aircraft.
* Carrying out Anti Sabotage checks of Pre Flight checks and post flight checks.
* Surveillance at Baggage Make Up & Baggage Break Up Area.
* Handling of Weapon according to D.G.R regulations and BCAS specifications.
* Handling of the shift in IROP situations.
* Handling of the diverted Flights
* Escorting Deportee Passengers
* Handling prisoner moments and handling rude passengers
* Developed and maintained positive customer relations and coordinated with team members to ensure requests and questions were handled appropriately
* Resolved complaints and issues involving both customers and employees
* Demonstrated flexibility working with internal team members to remedy any issues and pre-emptively coming up with solutions
* Provided supportive link between external customers and internal operations

**KEY RESPONSIBILITIES**

* Responsible for implementation of policies and procedures laid down by the Company.
* Manage safety and security operations.
* Training new staff
* Reports to be sent to the reporting manager

**Functional responsibilities:**

* Responsible for aircraft arrival and departure tasks
* Responsible for safety and comfort of passengers
* Carry out routine pre-flight checks before take-off
* Co-ordinate with internal departments

**KEY RESPONSIBILITIES:-**

* Assist the respective Functional Heads in their day to day activities
* Planning the man power for the daily operations
* Internal Audits
* Provide support for the groups and a key link between different team members, single point of contact and in-charge of group correspondence
* Manage operating processes and procedures effectively according to the needs of the group
* Preparing reports
* Maintain excel sheet for queries in respect of sales
* General Admin role of Asset Management

# Professional qualifications

* Qualified in **Basic AVSEC** Training conducted by (BCAS).
* Qualified in **DCS (Departure Control System)** and Flight **Speed**  .
* Qualified in **Dangerous Goods Regulations** course conducted by (DGCA).
* Qualified in **LOAD COMPITENCY LICENSE HOLDER** Training conducted by (DGCA)

**ACHIEVEMENTS:**

* + **AWARDED AS STAR OF THE MONTH**
  + **AWARDED FOR BEST GROOMING**
  + **AWARDED AS BEST TEAM LEADER**

1. **24/7 PVT LMTD**

**Role**: **Digital Interactive Adviser (Citi Bank for US)**

* Assisting customers with their bank account information, credit card information
* Taking care of Fraud transactions
* Handling escalations
* Providing Hassle free service to client’s

## Extra-Curricular Activities

* Organized fresher’s event and space events.
* Participated in the cultural events in the space and annual day celebrations.
* Organising Rewards and Recognition awards monthly
* Participating in Entertainment Events with the

## Personal Particulars

* Name : Nigalola Kalyan
* Father name : N Srihari
* Mother name : N Mangamma
* Date of birth : 29 Apr 1990
* Languages Known : English, Telugu(mother-tongue), Hindi
* Hobbies : Playing Cricket, Listening to Songs
* Strengths : Adoptability, Good Thinking Ability, Self-motivation

**Declaration:** I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date: Place:

**(N. Kalyan)**