



S. HEMANTH

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A competent professional with **4 years of experience** as a Senior Executive (AIRPORT OPERATIONS) in **Airline Ticketing & Reservation/ Airport Services/ Customer Servicing** with InterGlobe Aviation Pvt. Ltd.,(IndiGo Airlines) in **Aviation** sector

SUMMARY

- Well versed with the concepts of Travel Operations, Air Ticketing, Reservations, Passport Documentation and Travel Management
- Completed **ICM Diploma in Aviation, Hospitality and Travel Management** from Frankfinn Institute of Air Hostess Training Academy, Bangalore in 2012
- Capabilities of handling a wide range of travel operations including reservations, **ticketing, fare construction**, paper work, VISA formalities, hotel reservations, etc.
- Abilities in providing high value-added services to corporate & individual customers by providing them **effective travel solutions**, thereby enhancing their satisfaction levels
- Effectively **handling multiple priorities** with a bias for action and a genuine interest in personal & professional development
- Quick learner & highly energetic having a keen aptitude for learning and **ability to work under pressure**
- Practical and business focused approach to achieve organisation goals & coupled with interpersonal, communication and **problem solving** skills

KNOWLEDGE PURVIEW

- Assisting the customers in booking the flights on major airlines
- Attending the customer's call to make reservations, enter the destination and desired date and time into the airline's computer system
- Identifying the available flights and the best connections if more than one flight is necessary as well as determining the cost for the same
- Providing information to customers and helping them to find the right itinerary for their needs
- Furnishing the information about airport security and baggage requirements
- Interacting with customers; providing consultative service as travel advice

ORGANISATIONAL EXPERIENCE

Jan'2015 - Jan'2019 : InterGlobe Aviation Pvt. Ltd., Bangalore as Senior Executive (AIRPORT OPERATIONS)

Jun'2012 - Feb'2014 : Pearson Education Services Pvt. Ltd., Bangalore as Online Tele-Sales Executive

Key Result Areas:

- Responsible for selling the animation CDs of study material for Class 1-12 & competitive exams like IAS, IPS , IBPO Bank Exam, etc. through online
- Accountable for interacting with the customers across India and resolving their queries regarding the product
- Joined as an Customer Service Officer – Ramp
- Delivering delightful customer services to passengers and resolving their queries on reservations
- Coordinating with other stations regarding the missing baggage of the passengers and tracking their status
- Efficient coordinator of Centralized Load Control (CLC)
- Proactively worked at Baggage Make Up Area (BMA) and Baggage Break Up Area (BBA)
- Surveillance at all operational areas to ensure strict adherence of security standards and compliances
- Responsible for the Security of the passengers regarding their Check in baggage, boarding passes at the airport
- Handling all kind of Left Behind Items on board and Mishandled Baggage at arrivals
- Perform Access control and Anti Sabotage checks of Arrival and Departure Aircraft to protect airline property
- Handling Sick/Drunk/Unruly/Disruptive passengers and make initial reports of such incidents
- Surveillance of cargo ware house, catering checks , Valuable Cargo, Arms and Ammunitions Escorting
- Monitoring loading/offloading of cargo to create alertness among loaders and equipment operators

ACADEMIC DETAILS

- 2011** Bachelor of Computer Applications from Sri Gnanambika Degree College, Madanapalli, SV University with 75.4%
2008 XII from Krishna Reddy Siddhartha Junior College, Madanapalli, Board of Andhra Pradesh with 59.7%
2003 X from Vijaya Bharathi English Medium High School, Madanapalli, Board of Andhra Pradesh with 73.5%

Other Course:

- ICM Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Air Hostess Training Academy, Bangalore in 2012
- IATA Dangerous Goods Procedures – IndiGo – Sep 2017
- BASIC AVSEC COURSE – Bureau of Civil Aviation for Security – July 2018

TECHNICAL SKILLS

- Well versed with:
 - Fidelio and Galileo
 - MS Office (Word, Excel & PowerPoint) and Internet Applications
 - Navitaire

OTHER ACCOLADES

- Bagged distinction in AHTM (Aviation Hospitality & Travel Management)
- Recognised as Best Volunteer in NSS (National Service Scheme)
- Recognised and awarded with 6E Claps (IndiGo) from APM, Managers for my initiation and performance
- Recognised and awarded as a best performer in Baggage Makeup Area (BMA) & Ramp Operations(HOLDS)

PERSONAL DETAILS

Date of Birth: 9th December 1987
Permanent Address: Iv-29-3/ 3-5, Indira Nagar, Madanapalle, District- Chittoor-517325, Andhra Pradesh
Residential Address: # 315, 3rd floor, Sri Mathrusree Building, 19th cross,1st main, Maruthi Nagar, Yelahanka, Bangalore-560064
Languages Known: English, Hindi, Telugu, Kannada