

Sarah D'Souza



PROFILE

Former lead cabin attendant with 8+ years of experience. Proficient at Customer service and communication skill whilst having effective leadership, multi-tasking and time management qualities which enable me to be flexible and efficient in both a solo and team/group scenario.

CONTACT

sarahdsouza13@gmail.com
+91 9962389554

EDUCATION

- The Indira Gandhi National Open University (IGNOU), New Delhi June 2013 B.A. Sociology (Hons).
- Air Hostess Academy (AHA), Patna August 2011, Diploma in Aviation and Hospitality.
- Don Bosco Academy High School, Patna May 2008 Class XII (Commerce), Scored 73% in Class 12 under ICSE syllabus.
- Don Bosco Academy High School, Patna May 2006 Class X (Science with Economics), Scored 69% in Class 10 under ICSE syllabus.

WORK EXPERIENCE

- **Lead Cabin Attendant with Indigo Airlines:** July 2012 – June 2020 on the Airbus A320 and 321, with an experience of 8 years.
- **Customer Service Agent with Indigo Airlines:** December 2011 – July 2012.

The responsibilities include:

- Safety and Comfort of Passengers; helping them board and profiling them to assess if they need special assistance and iterate if any suspicious activity is involved, whilst maintaining a high degree of professionalism.
- Cleanliness of the cabin and making sure it is tidy prior to boarding of passengers.
- Assess condition of cabin equipment by performing routine safety checks throughout the flight and demonstrate safety procedures and brief passengers seated next to emergency exits.
- Safety of flight operations at all times.
- Maintaining a healthy work environment at all times, taking care of fellow crew, and, conducting pre and post-flight briefings and contributing to the development of everyone in the team.

FLYING ATTRIBUTES

- Won the award for the Best Performer during Customer Services and Systems Training, held in Ifly Training Centre, IndiGo, Gurgaon, during Jan 2012.
- Won the award for the Best Communication during Cabin Crew Training, held in Ifly Training Centre, IndiGo, Gurgaon, during Oct 2012. Was also the Batch Speaker during the same training.

OTHER ATTRIBUTES

- Possesses Excellent Communication and People Skills.
- Language Proficiency :
Languages known – English and Hindi.
- Holds a driver's license for LMVs and two-wheelers with gears.

Interests include:

- Proficient dancer. Known forms of dance include –Jive, Bachata, Waltz, Cross-step, Two-step and Fox-trot.
- Has won various awards in ballroom dancing competitions.
- Hobbies – Playing the Ukulele, keyboard, Arts and Crafts, Singing, Traveling.

PERSONAL ATTRIBUTES

- Date of Birth: Nov 13, 1989.
- Passport No: S3553231
- Height: 160 cm
- Weight: 58 Kgs
- Father's Name: Peter D'Souza
- Mother's Name: Anita Richards
- Present Address: Daisy's Nest, Reserve bank colony, Chromepet, Chennai, Tamil Nadu –600044.
- Permanent Address: House 9, Fairfield Colony, opp. ITI Hostel, PO & PS Digba Ghat, Patna –800011, Bihar.
- Alternate Contact: +91 93 34 200632