



NITHIN ALEX

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Address: Mundackal House , I.E nagar P.O, Changanacherry,
Kottayam

Work experience

AIR INDIA SATS

03 JULY 2014 — PRESENT

CUSTOMER SERVICE AGENT

Working with M/S: **Air India SATS (Trivandrum International Airport, India)** in GroundHandling from July 2014.
Having nearly 05 years experience in Customer Service Agent. Experience in doing flight operations such as -

- Check-in passengers
- General declaration
- Baggage makeup area
- Boarding gate
- Stubbing
- Reconciliation
- Arrival area
- Baggage breakup area
- Aircraft site
- Q-combing

Airport Office Administration.

- Handling of company mail.
- Performing pre-and post-flight administration duties.
- Handling baggage claims.
- Checking all the monthly bills and tallying.
- Maintaining records of all files and updating regularly on daily basis.

Qualifications

- Customer Service Representative with 5 years experience in Airport.
- Chosen as a target example for other reps during training.
- Scored 100% in Airline Departure Control system training program.
- Chosen as best Office Administrator.
- Chosen as best team player.

Education

Distance MBA IN Human Resources

ANNAMALAI UNIVERSITY CHENNAI

Course will be completed by MAY 2019.

25 JULY 2017 — PRESENT

IATA Diploma Certificate in Passenger
Ground Services

Akbar Academy, Trivandrum, INDIA

18 JULY 2016 — 04 DEC 2016

IATA Diploma Certificate in Foundation in
Travel and Tourism

Akbar Academy, Kottayam, INDIA

01 JULY 2013 — 08 JULY 2013

BACHELOR IN ENGINEERING

MANAV BHARTI UNIVERSITY, INDIA

AUGUST 2009 — JUNE 2013

12TH GRADE

Kristu Jyoti English Medium HSS, Changanacherry,INDIA

June 2004 — March 2006

10th Grade

Labour India Public School, Palai,INDIA

May 2003 — March 2004

References

Mr. Mathew George

Airport Manager

Kuwait Airways

Trivandrum,INDIA

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