**CURRICULUM VITAE**

**Deepak Kumar D**  Male, 21yrs old, Chennai. E-mail id: [deepakkumard9696@gmail.com](mailto:deepakkumard9696@gmail.com) Contact: +91 9677289167.

**Career Objective*:***

An aspiring and an energetic graduate seeking a Flight Attendant position in your esteemed company, to showcase hospitality skills and provide exceptional customer service in order to attain maximum level of passenger satisfaction and also increase repute of the organization.

**Career Outline*:***

* **CUSTOMER SERVICE OFFICER- *INTERGLOBE AVIATION LIMITED (INDIGO AIRLINES)*** [Dec 2017 – Present]

**Key Roles & Responsibilities:**

1. Welcoming passengers at the *check-in counters* and issuing boarding pass with a *smile*.
2. Greeting passengers and scanning their boarding pass with *both hands* during boarding.
3. Handling of *baggage missing, damage and swap cases* near the *arrival* belts section.
4. Guiding the passengers to use *Kiosk-check in* machine and clearing their doubts.
5. Directing the passengers according to their needs and *monitoring hand baggage* size as a *floor walker.*
6. Assisting *elderly customers and wheel chair passengers* throughout the check-in process and escorting them till the boarding gates for a *hassle free experience*.
7. Making *clear announcements* at times of emergency situations.

* **WAITER – COLLEGE CAFETERIA (Part time job)** [Aug 2013 - May 2017]

**Key Roles & Responsibilities:**

1. Welcoming customers at the counters with a smile and describing the menu for the day.
2. Greeting customers and delivering their order with both hands.
3. Handling of customer complaintsregarding the food stale and other issues.
4. Collecting money at the counter and updating the customers about the offers available.
5. Getting good reviews from the customers for my excellent performance.
6. Ensuring the cafeteria remains clean and tidy all the time.
7. Achieving daily target sales of Rs.15,000/-

**Accomplishments:**

* Triumphed a score of **7 bands out of 9 in IELTS** (International English Language Testing Service) conducted by British Council.
* Honored with **Meritorious Student Award** and received cash prize of Rs. 25000 for securing 95.5% in Higher Secondary State Examination.
* Awarded **Hormis Memorial Foundation Scholarshi**p by Federal Bank and availed Tuition Fee Waiver of Rs.40000 for 4 academic years, while pursuing Bachelor's degree.

**Academia:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Year** | **Institute, University/ Board** | **% /Cgpa** |
| B.E. (*CIVIL*) | 2013-2017 | Sri Sivasubramaniya Nadar (**S.S.N**) College of Engineering, Anna University | *7.4/10* |
| 12th Standard/HSC | 2013 | Union Christian Matric Hr. Sec School (**UCMHSS**) Tamil Nadu State Board | *95.5*% |
| 10th Standard | 2011 | Union Christian Matric Hr. Sec School (**UCMHSS**) Matriculation Board | *91*% |

**Positions of Responsibility:**

* ***SSN’s Planning Department****|* ***Lead Consultant*** *| [Jul 2014 – Feb 2017]*

Drafted conference meetings to organize Industrial Visit and IPT (Inplant Training). Also managed a high volume of internal and external communications via mail.

* ***SSN's Event Management and Scheduling Societal****|* ***Zealous Delegate****| [Jul 2016 – Mar 2017]*

Acted as a liaison between the department faculties and other members of the fraternity to organize events such as Department symposiums, College cultural fests and Carnivals and other proceedings.

* ***SSN ENACTUS Club*** *|* ***Keen Affiliate****| [Jul 2014 – Mar 2015]*

ENACTUS club is an entrepreneurial non-profit organization, where I dynamically participated to conduct events like Rain Water Harvesting, Roof-Top Gardening and extracting Solar Energy from Solar Power Panels installed on the terrace of all the buildings located within the college.

* ***BHUMI NGO****|* ***Campus Catalyst****| [Apr 2015 – Jun 2016]*

Conducted various events as a part of BHUMI NGO to raise funds for education of poor children. As a Campus Catalyst, I explained to all my fellow-mates about volunteering for purpose and helping for a better nation and persuaded many youngsters to join NGO.

**Personality Traits*:***

* Flexible and easily adaptable to shiftwork and working non-conventional hours.
* Positive, resilient and open to new challenges.
* Proven relationship-builder with excellent interpersonal skills.
* Experienced in working with varying age groups and cultures.
* Able to follow a systematic approach and take initiative when necessary.
* Meticulously attentive and timely.

**Languages Known:** Fluent in English, Hindi and Tamil.