

AKSHAY

GOPINATH

PASSENGER SERVICE EXECUTIVE



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Flat No. 819, Concord-3,
Muhaisin Ah-4, Dubai, Dubai

CAREER SUMMARY

Dedicated Passenger Service Executive with 3 years of experience at AirAsia Berhad and Thai AirAsia. Skilled in delivering exceptional customer service, managing airport operations, and overseeing check-in and boarding processes. Experienced in swiftly resolving passenger issues to ensure a seamless travel experience. Strong communication and problem-solving skills, focused on improving customer satisfaction. Thrives in dynamic, fast-paced environments while maintaining strict adherence to safety protocols and company standards.

CORE SKILLS

- Customer Service Excellence
- Airport Operations
- Passenger Assistance
- Check-in and Boarding
- Flight Information Management
- Baggage Handling
- Ticketing and Reservations
- Customer Issue Resolution
- Safety Protocols
- Fast-paced Environment
- Travel Experience Enhancement
- Communication Skills
- Problem-solving
- Conflict Resolution
- Queue Management
- Flight Boarding Procedures

SOFTWARE PROFICIENCIES

- MS Word
- MS Excel
- MS PowerPoint

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

EDUCATION

DIPLOMA IN AIRPORT MANAGEMENT

Vision School of Aviation, Kerala, India

HIGHER SECONDARY

Board of Vocational Higher Secondary Examination, Kerala, India

WORK EXPERIENCE

PASSENGER SERVICE EXECUTIVE

(AIRASIA BERHAD & THAI AIR ASIA DEDICATED STAFF)

Cochin International Airport, Kerala, India

- Provide high-quality passenger service at check-in, boarding, and special handling areas, ensuring compliance with safety, security, and airline regulations.
- Process check-ins, verify passenger documents, assign seats, and manage excess baggage charges using customer handling systems.
- Ensure all check-in equipment is operational and maintain a clean, presentable workspace to avoid delays.
- Verify baggage acceptance in compliance with safety, security, and dangerous goods regulations.
- Resolve passenger concerns during check-in, boarding, or transfers, escalating unresolved issues to the Team Leader.
- Assist passengers with special needs, ensuring the provision of required services for unaccompanied minors, elderly, or disabled passengers.
- Report and manage mishandled baggage or property issues, updating systems and addressing passenger inquiries.
- Manage passenger seating assignments and flight load adjustments in the Departure Control System (DCS), ensuring timely flight handling and achieving on-time performance (OTP) targets.

CERTIFICATIONS

- Cargo Introductory Course Certification
- Aviation Security Awareness Certification
- Aircraft Rescue & Fire Fighting Certification
- Dangerous Goods and Service Regulations Certification
- Travel port (GALLILEO, AMADEUS, GO-NOW) Certification

PERSONAL DETAILS

Nationality : INDIAN

Address : MADATHIL HOUSE PO
PONJANAM KATTUR
IRINJALAKUDA
KERALA,INDIA

D.O.B : 28.10.1999

Gender : MALE

Marital Status : SINGLE

PASSPORT DETAILS

Passport No : V8077619

Date of Issue : 22.03.2022

Date of Expiry : 21.03.2032

Place of Issue : Kerala, India

ACHIEVEMENTS

- Honored with the CEO’s Service Excellence Award (Gold Badge) for outstanding customer service, receiving 24 letters of appreciation from valued customers in 2023.
- Named AirAsia Berhad & Thai AirAsia "Star Performer of the Year 2023" for exceptional performance and contributions to the airline's success, showcasing exceptional customer service, teamwork, and dedication to excellence.
- Recognized for handling the highest number of passengers during peak periods.
- Received appreciation from the airline for excellent teamwork and proactively identifying missing passengers at immigration without causing flight delays.
- Awarded "Best Employee of the Month" twice for consistent exceptional performance.
- Commended for achieving the best flight turnaround time within 27 minutes.

DECLARATION

I hereby declared that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

AKSHAY GOPINATH