

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

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

SOFTWARE PROFICIENCIES

- MS Word
- MS Excel
- MS PowerPoint

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

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