

ANU REGIMON

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ABOUT

Reliable Airport Customer Service Agent with extensive knowledge of airline procedures. Adept at customer service relations especially in fast-paced environments where efficient operations are essential to an airline's reputation. Experienced with flight booking and problem solving. Organized and motivated employee eager to apply time management and organizational skills in various environments. Having 10+ years' experience as Customer Service Executive handling announcement and technical support. Familiar with major customer service software, conflict resolution, and possess a positive, attitude A dedicated team player, trustworthy and capable of dealing with constant challenges and leading changes in a cool manner.

Personal Highlights

- Experienced with all aspects of flight management
- Proficient in use of common industry computer programs and related software
- Excellent people skills including sound verbal and written communications
- Flexibility in work hours and routinely willing to work tirelessly when necessary
- Good issue resolution skills especially in high-pressure situations
- Deep understanding of Fire & Safety system.
- Deep understanding of the customer handling ecosystem.
- Positive & Conciliatory behavior
- Self-confident & Hardworking & Ready to accept challenges

Professional Experience:

International Airport, Trivandrum

- ✚ **Customer Service Agent** (03 Years, 2015 – 2017)
(Perform as PSA under Kuwait Airways and Air India)

Functional Competencies:

- ✓ Routinely greeted passengers assisted with itinerary changes.
- ✓ Assisted the disabled passengers and infant.
- ✓ Tracked information on flight bookings and cancellations.
- ✓ Dealt with any customer service issues as necessary.
- ✓ Prepared daily reports of customer activity.
- ✓ Tracking flight arrivals and departures and posted related information online.
- ✓ Made regular announcements concerning flight arrivals and departures.
- ✓ Worked to address customer service issues and sought positive resolutions.
- ✓ Responded to customer inquiries in person online and on the phone.

Trinity Lubes & Greases FZC, Al Hamriyah Free Zone, UAE

Executive Secretary cum HR Assistant (01+ Year, 2022 – Till Date)

Functional Competencies:

Responsible for supporting high level executives and management and staff. Provides administrative support and performs various duties such as scheduling, correspondence, emailing, handling visitors, customer enquiries, sales marketing. Updating stock registration coordination, courier dispatch and follow-ups till task completion. Keep complete records of all materials that go through the warehouse

RCD Car Detailing Centre, RCD HR Solutions, Trivandrum

HR & Customer Service Coordinator (04 Years, 2017 – 2021)

Functional Competencies:

Point of contact for customers ensuring customer satisfaction, handling customer inquiries. As HR Coordinator responsible for completing administrative duties on recruitment processes, complete payroll processing and provide administrative support to all employees.

Kerala Tourism Department (Part Time), Trivandrum

Resource Person (04 Years, 2019 – 2022)

Functional Competencies:

Responsible to contribute information and opinions to participants in a learning situation. Responsible for advising tourists about suitable travel options in accordance with their needs, wants and capabilities.

Bharti Airtel, Trivandrum

Customer Service Executive (01 Years, 2005 – 2006)

Functional Competencies:

Responsible for attending to customers' needs and complaints to the best of my ability.

Academic & Technical Qualifications:

- ✓ Diploma in Airport Ground Handling Service - Air Wing, Trivandrum
- ✓ B A - Sociology - Indira Gandhi Open University
- ✓ Diploma in Computerized Financial Accounting - Oxford, Trivandrum
- ✓ Higher secondary Examination - Kerala State Board exams
- ✓ SSLC - Kerala State Board exams

Personal Data:

Nationality : Indian
Passport Number : **P 1803974**
Date of Birth : 08th July 1986
Marital Status : Married
Languages Known : English, Malayalam
Visa Status : Valid Until 11th July 2025