

Anit Baby

Present Add: SHARJAH-UAE
Tel :(Mobile): +971 551408317
Email:anitbaby.anit@gmail.com



Objective

To work in a dynamic environment where I could face new challenges every day to fulfill the expectation of the organization and with the opportunity to work on different projects.

Professional Experience

- ❖ **Customer Service Associate, Pure Health (Sharjah International Airport)** from *24th June 2020 to 31st July 2022.*

Duties & Responsibilities

- ❖ Assist passengers to self-service check in kiosk.
 - ❖ Inspect and verify passenger documentation.
 - ❖ Acting as zone in charge in overseeing the efficient flow of passengers for covid test
 - ❖ Provide accurate answers and solutions to passenger queries regarding PCR test and post PCR process.
 - ❖ Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
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- ❖ **Marhaba Service Agent @ Dubai International Airport** from *14th March 2019 to 17th May 2020.*

Duties & Responsibilities

- ❖ Meet & Assist - Marhaba Services
 - Meet, greet and escort passengers as per the laid down service standards (Smile, address by name, cheerful outlook, briefing, grooming standards) in order to provide a quality service.
- ❖ Lounge MSA
 - Attend to and brief all customers using the facilities available in the lounge, including procedures for boarding and facilities available in the airport, in order to ensure a convenient and pleasant stay at the lounge.
 - Monitor usage and conditions of all items at the lounges, informing the supervisor of any requirements, maintenance issues, sudden/required changes on lounges menu display, maintenance schedule, AC functioning, etc. in order to ensure that the lounge facility is maintained to Marhaba standards.
 - Responsible for the co-ordination of all customer related documents, prior to their arrival, including preparation and labelling of name boards and welcome packs and the filing of visas, in order to ensure the smooth processing of the meet and assist service.
 - Assist the Senior Marhaba Services Agent by making updates to the Marhaba Operational System MOS with information of the service provided and outstanding requests if any, (delayed flights, etc.) from the current shift.
 - Promote and upsell Marhaba products and services to clients and passengers in order to maintain competitive advantage, thereby increasing business profitability.

- ❖ **Ewan Ajman Suites (U.A.E)** working as a **Guest Service Agent, Night Auditor & CID operator** from 02nd Nov 2014 to 26th February 2019.

Duties & Responsibilities

- ❖ Ensure outstanding customer care at all times.
- ❖ Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- ❖ Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- ❖ Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.
- ❖ Supervise daily shift process ensuring all team members adhere to standard operating procedures.
- ❖ Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
- ❖ Takes responsibility in the absence of the Duty Manager /Front office manager

Training

- ❑ Training Completed from JETAIRWAYS as a Cabin Crew & Ground Handling at BANGLORE INTERNATIONAL AIRPORT
- ❑ FIRST AID safety training procedures completed from St. JOHN'S MISSION HOSPITAL KOCHI

Certificates

- ❑ SITA - DCS: Check-in from Emirates Group
- ❑ Crime Awareness and Prevention - Ground Staff

Skills

- ❑ Pleasing personality
- ❑ Team player attitude
- ❑ Customer focused

Education

Professional Qualification

- ❑ Diploma in Aviation, Hospitality & Travel Management from Frankfinn Institute of Airhostess Training

Academic Qualification

- ❑ Passed 12th From St. Stephen's Higher secondary school in the Year 2014.
- ❑ Passed 10th From St. Augustine's Girls Higher secondary school in the Year 2012.

Computer Proficiency

- ❑ Office Software: Microsoft Office
- ❑ Operating Systems: Opera, Wish Net, Galileo & Fidelio.

Personal Details

Nationality : Indian.
Languages : English, Hindi, Malayalam, Tamil, Arabic (Basic).
DOB : Jan 31st 1996.
Marital Status : Single.

Declaration

I assure you excellence that the information given above is true to the best of my knowledge and belief and that I shall satisfy my senior by hard work & dedication.

Date:
Place:

Anit Baby