



Vikas Kumar Singh

CUSTOMER SERVICE ASSOCIATE

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SKILLS

Customer Relationship



Team Management



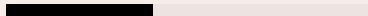
Customer Satisfaction



Computer



Excel



ABOUT ME

Interacting with clients and providing them out of the box services and user experience. Taking the company standards to the next level to engage more clients and produce more revenue.

WORK EXPERIENCE

Customer Service Associate
China Aastern Airlines / Delhi/May 2016 - Nov 2016

To provide all necessary help and support to passengers as required by our customer airlines which may include check in, baggage processing, reservations and ticketing, boarding of flights, air-bridge operation, greeting arriving passengers, handling of VIPs, provide special passenger assistance, handle customer complaints and other duties as assigned.

- Assist passengers with self-service check-in kiosks
- Inspect and verify passenger documentation
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations
- Manage passenger baggage processing including handling and fee calculation if applicable
- Assist passengers as needed through arrival and check in processes including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
- Direct passengers through Customs, Immigration, and quarantine as required
- Make public address announcements as required
- Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival
- Comply with all USA/Canada/China/Japan/Korea/Australia legislation as well as airport authority and carrier security requirements
- Comply with Swissport Standard Operating Procedures (SOP's)
- Operate computers and specialist equipment such as air-bridge, scanners and airline specific software
- Produce work-related documentation when required
- Maintain the highest standards of safety and security at all times
- Other duties as assigned

Guest Relation Officer
Etihad Airways / Abu-Dhabi/Dec 2016 - Dec 2018

Responsible for ensuring the safety and comfort of our passengers and provide exceptional customer experience and satisfaction.

- Guide and assist for safety and comfort to passengers
- Always conduct safety check before flight
- Greet and communicate with customers
- Help passengers find their seats
- Prepare and serve drinks and food to passengers
- Take orders from passengers
- Present emergency equipment and give instructions to passengers
- Monitor, manage and secure the cabin
- Adhere to all aviation rules and regulations
- Assist passengers and cabin crew during emergency situations

Customer Service Associate
Concentrix Daksh Pvt.Ltd / Gurgaon/May 2019 – 31st Jan 2021

interact with customers to handle complaints, process orders, and provide information about an organization's products and services.

- Respond promptly and professionally to incoming customer inquiries in person, On Chat & by email
- Maintain an updated knowledge of the organization's products, services, and customer service policies
- Document customer interactions when necessary, compiling documents and forwarding information to interested parties
- Explain simply and clearly in response to customer questions and check for customer understanding and acceptance
- Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits
- Assist clients by demonstrating the tools and answering any questions they may have
- Participate in training opportunities provided by the organization or by outside entities
- Establish and maintain good rapport with customers by using positive language and anticipating their needs

Academic Counselor
Collegedekho.com. Feb 2021 - Present

Developing and implement an all-encompassing educational and **counseling** plan.

Student-oriented, having an interest in and concern for students as individuals;

Knowledgeable about the requirements and policies of the College

Skilled in counseling and interpersonal relationships, able to listen, able to be directive and non-directive, able to demonstrate patience and tolerance;

EDUCATION

Secondary School

Navals National Academy / Gorakhpur / 2008

Senior Secondary

Shree Inter College / Deoria / 2011

Diploma in Aviation

Frankfin Institute of Aviation / Delhi / 2016

Bachelor of Computer Education

Sikkim Manipal University / Delhi / 2017