***Summary***

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**Sachin Rampal**

***Officer – Indigo Airlines***

New Delhi, India

[sachinrampal18@gmail.com](mailto:sachinrampal18@gmail.com)

+91-8377989979

**Achievements**

* **Rated Outstanding in the Annual Assessment**
* **Received various appreciations for providing excellent customer service**
* **Set the record for the highest Customer Satisfaction %**

**Education**

**Graduation in Bachelor of Arts (English), 2014 – 2017 (Degree Awaited)**

**Skill Expertise**

* **Excellent Orator**
* **Customer Oriented**
* **Empathetic towards customer**
* **Excellent listening and writing skills**
* **Proactive problem-solving skills**
* **Strategic and well planned**
* **Extremely confident & patient**
* **Active and fast learner**
* **Ability to work under pressure and meet deadlines**
* **Excellent in public relations**

Highly motivated CSO with Indigo Airlines with overall work experience of 17 months in Customer Service Industry looking to obtain a challenging and responsible position in a professionally managed organization and looking forward to an opportunity where I can utilize my skills in contributing effectively to the success of the organization and to further improve my personal skills by taking challenging assignments

***Customer Service Officer***

**Ground Staff**

As an integral part of the ground operations for the Indigo Airlines, I’m responsible for smooth execution of ground operations thereby ensuring the paramount customer experience and satisfaction which the core value of our business. Below are some key responsibility areas from my portfolio:

***Inside the airport terminal:***

* Checking passengers in for flights
* Re-routing or re-booking passengers whose flights have been cancelled or delayed
* Assisting disabled passengers or those travelling with young children
* Giving passengers up-to-date information on flights
* Assisting passengers with all enquiries, including lost or delayed baggage
* Assisting staff in carrying out security checks as and when the situation arises
* Delivering high levels of customer service to passengers and those travelling through the airport

***Outside the airport terminal:***

* Handling all the loading and uploading of passenger bags from the aircraft
* Helping direct passengers on to and off the aircraft
* Directing landed aircraft to taxi spots
* Providing services such as steps from the aircraft for passengers and crew to disembark the aircraft

**Work History**

**Feb’18 – July’19**

**Indigo Airlines**

***Process Advisor***

* Dealt with customer over the phone related to credit card
* Payment related queries
* Barclaycard advisor

**Work History**

**Sep’19 – Dec’19**

**Barclays Global**

**Service Center**