
Shalini Premchand

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Professional Summary

Lead Flight Attendant with over 8 years of experience in domestic and international flights and a flight time of 5500 hours. I aim at using my learnings from my years of experience to leverage better customer support and improve the bottom line of my company. I have demonstrated exceptional customer service, received positive feedback from passengers and commendations from crew. I have always been able to overachieve my sales target and I am currently seeking for a position in an organization to boost my career and provide organizational & goal-oriented skills to the benefit of the company.

Skills

- Customer service skills and passion for always looking for ways to showcase my learnings from the field
- Great public speaking skills and ability to enunciate clearly
- Leading the cabin attendants and be available as and when required.
- Adept at understanding basic human psychology, aircraft technology and able to identify when a patron is feeling stressed or uneasy and empathise with their needs
- Thorough knowledge on how to use aircraft escape systems, oxygen equipment, life preservers, and other important items that are needed on planes

Work Experience

Lead Cabin Attendant (Indigo)

November 2015 - Present

- Offer food, beverages, and upsell inflight sales to passengers throughout flight and respond to requests in a timely manner.
- Responsible for handling the crew members and people taking the flight
- Greet passengers upon boarding and show them to seat if necessary.
- Begin every flight by stating emergency protocols and demonstrating how to use safety equipment properly.
- Assist passengers with both medical and non-medical emergencies during take-off and while in transit.

Cabin Attendant (Indigo)

February 2014 – November 2015

- Inflight sales for passengers
- Provided excellent customer service and fulfil their requests in a timely manner
- Point of Contact for any queries raised by passengers
- Showcased exceptional skills in handling objections or controlling unruly passengers
- Inspected cabins before and after flights and cleaned up before next set of passengers embarked.

Customer Service Agent (Indigo)

June 2012 – February 2014

- Inspected customers documents to ensure a smooth check in
- Played a crucial role of being able to accommodate passengers request and making necessary arrangements to improve customer experience
- Answered any questions regarding reservations & helped in ticketing for journeys
- Played a crucial role in staff debriefing and flight scheduling

Education

Master of Business Administration in Aviation

University of Petroleum and energy Studies

2019

Delhi

Bachelor of Business Administration in Aviation

Karnataka State Open University

2014

Mysore

Diploma in Airport Management

Aptech Aviation Academy

2012

Bangalore

Pre – University College in HEpyS

Mount Carmel Pre-University College

2011

Bangalore

Schooling

Nagarjuna Vidyaniketan

2009

Bangalore

Key Strengths

- Good in handling the customer relationship
- Overachieving targets on a regular basis and maintaining a high customer satisfaction rating
- Good team management and handling large group of people at once
- Confident and Bold in handling communication with customers

Personal Details

Date of Birth: 1st, Aug 1993

Languages Known: English, Hindi, Tamil and Kannada

Nationality: Indian