*Vineet Kumar Jain*

*RZ-806 ,A/12,Sadh Nagar*

*Street no 17, Palam Colony*

*New Delhi -110 045*

*Mobile: +91-8447409804*

*E-mail” vineetjain9031@gmail.com*

*CUSTOMER SERVICEs*

***PROFILE***

***Dynamic*** *and dedicated Customer Service senior Agent

(CSSA) with over year of extensive experience in Customer Services.*

***Customer-oriented approach*** *and target focused with a high degree of perseverance reflected in understanding customer needs.*

*Effective multitasking capability with a* ***positive attitude*** *in taking up challenges and delivering exemplary results under conditions of pressure.*

***Professional Experience***

***Singapore Airlines***

#### *Worked for Singapore Airlines GHA M/s. Air India Sats Pvt. Ltd. Base at IGIA Delhi Airport Terminal 3 from October 2013 – 23Feb 2017.*

#### *POSITION*

***CUSTOMER SERVICE AGENT (PASSENGER SERVICE)***

***JOB PROFILE***

***Major responsibilities including***

*# Counter Handling / Baggage / Passenger Check In and issuing of Boarding Pass*

*# Crew Arrival & Departure with Immigration formalities.*

*# Assisting the passengers for Immigration & Security check from time to time*

*# To segregate ticket jacket for accounting along with PAX Manifest every after the flight*

*# EGM / IGM to collect from the customs and update in the system etc .*

*# Post / Pre- Flight work undertaken*

*# Floor handling*

***IndiGo Airlines***

#### *Worked for IndiGo Airlines Base at IGIA Delhi Airport Terminal 1D,2 & 3 from 24Feb 2017 till Date.*

#### *POSITION*

***CUSTOMER SERVICE EXECUTIVE***

***JOB PROFILE***

***Major responsibilities including***

*# Monitoring Flight Arrivals and Departures and the duties.*

*# Worked as a full time Customer Services Executive during high volume period.*

*# Assistance in administration’s work.*

*# Managing Staff ROSTER for the Flight Duties.
# Update Staff’s Shift allowances and data.*

***EDUCATIONAL & PROFESSIONAL DEVELOPMENT***

***Graduate in B.A (Delhi University)***

***Done Certificate course from HCL (Networking course)***

*PERSONAL DETAILS*

*Name : Vineet Kumar Jain*

*Father’s Name : S.P. Jain*

*Date of Birth : 31st Jul 1990*

*Nationality : Indian*

*Passport No. : H- 7 0 1 6 8 7 4 valid till 02th July 2029*

*Hobbies : Playing Chess & Freaking out with Friends*

*Marital Status : Unmarried*

*Strength : Workaholic and flexible towards the changing environment*

*Should I be fortunate enough to be favoured by the boon prayed for, I am confident that , I shall be able to prove my ability in discharging my duties entrusted to me to your entire satisfaction of my superior .*

*Thanking you,*

*Yours faithfully,*

*VINEET KUMAR JAIN*