|  |  |
| --- | --- |
|  | medha chandanaprofessionAL SUMMARY* Customer focused profession with over 3 years’ experience in facilitating ground operations and customer service. Accomplished in enhancing airline operations with the help of customer service behavior, flexible nature & operation management resulting in relative resolutions, customer satisfaction & cultivating a positive image of the company.

work ExperienceAmazon Development Center India Pvt. Ltd. {CS Associate TCD}31/August/2020-28/February/2021* Assisting customers by answering incoming and outgoing calls dealing with technical issues on any electronic gadgets in case of any defect and damage.
* Solving customers queries for defective cases by troubleshooting there gadgets if not resolved further running tests and arranging technical visits to resolve there issues if still not resolved then arranging either replacement or refund as applicable for the same.
* Being a Tech Concierge expert have also handled a project named as ASR in which have tested the ability of a software which create Audio into texts.

IAG Cargo {Revenue Development Executive}08/July/2019-08/May2020* Working to interact with customers via calling, emails for booking and selling space for the shipments to subject destinations across the globe.
* Selling different products for inhancing cargo business like Prioritize, General Cargo, Live Animal, Human Remains, Secure Valuable, Constant Climate, Constant fresh, Courier and Critical etc.
* As an employee of IAG Cargo working for the booking of British Airways mainly and other than this handling Emirates and Qatar Airways cargo in terms of BSA(Blocked Space Agreement).

Indigo Airlines {Customer Service Officer}08/June/2017–28/May/2019* Greeting and assisting customers on the ticketing counter & fast forward counter, boarding gate & baggage handling at arrivals.
* Preflight & post flight reports with manifest & special service reports.
* Transaction settlement with zero error including cash and EBTs.
* Rebooking & rescheduling of flights as per guest request.

  |
| career objectiveSeeking a suitable position leading towards a successful career as a corporate flight attendant. To create an exquisite aviation experience by providing safety, confidentiality and personalized services. I work with a demeanor that projects flawless service, discretion, flexibility, and professionalism.ContactMob-+91 9560196862EMAIL:medha.chandna@gmail.comHobbies/IntersertTraveling Cycling, Swimming & Gyming  |

## academics

* B. TECH in **Computer Science & Engineering** from **S.G.T. Institute of Engineering & Technology, Gurugram,** aggregate 80%
* Passed 12th from Butler Memorial Girls Sen. Sec School, Delhi.
* Passed 10th from Butler Memorial Girls Sen. Sec School, Delhi..

## core skills

* Positive Attitude & punctuality.
* Sincere and dedicated towards my work.
* Good knowledge on the Computer networks, Operation system, Software Engineering.
* Strong knowledge and experience in Content Writing, Making Presentations and Word Documents etc.
* Honesty and personnel ethics with a continual desire to learn and expand horizons.

## personal details

Father’s Name : Mr. Vijay Kumar Chandana

Date of Birth : 15th September 1993

Marital Status : Unmarried

Sex : Female

Nationality : Indian

Languages Known : Hindi & English

## decelration

I hereby declare that the information given herewith is correct to my knowledge and I will responsible for any discrepancy.

**Date:**

**Place: New Delhi** (**MEDHA CHANDANA)**