



Aklesh Yadav

Customer Service Executive

With more than 5 years of experience in customer service. Looking forward for a platform where I can grow professionally and be able to utilize my talent and skill to add more knowledge to myself and boost company's growth with my hard work and efforts.

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📞 8796548433

📍 Pune, India

WORK EXPERIENCE

Executive Workplace Experience

Iss India Facilities Pvt Ltd

02/2020 - Present

Tasks

- Responsible for the soft services, maintenance and services of work facilities to ensure that they meet the needs of the organization and its employees.

Customer Service Executive

Indigo Airlines

08/2016 - 01/2020

Tasks

- Leads a team of Airport Services Agents on all issues relating to Ramp operations. the process of ensuring the safe and on-time departure of 6E flights as SOP processes
- Conduct shift briefings with team members. Use these briefings to raise awareness levels among team members to minimize discrepancies and possible customer complaints and maximize customer satisfaction
- Worked as a security officer with airlines, following protocols, access control, screening of baggage and Anti Sabotage Inspection of aircraft

Customer Service Agent

Vistara Airlines

11/2015 - 08/2016

Tasks

- Performing day to day Airport operations, Associating with passengers maintaining good relations and gaining positive feedback and improving the quality of customer service.

CERTIFICATES

Institute of Commercial Management

Level 5 diploma in Management of Hospitality, travel

Frankfinn Institute of Airhostess Training

Diploma in Travel and Hospitality

Load and Trim

Indigo Airlines

Basic Avsec

Aviation Security

SKILLS

Vendor Management

Ms office

Leadership

Team management

Shift handling

Roaster management

EDUCATION

Bsc Physics

kalinga University

08/2016 - 08/2018

Hsc Maharashtra Board

Hill Green High School

Pune

HONOR AWARDS

Safety Star Awards

For keeping and following safety standards on top priority

- Indigo Airlines

Best customer service

Employee of the month which concludes passenger appreciation, and outperformer into work at airport

- Vistara airlines

Revenue Generator

For upselling maximum number of business seats for months

- Vistara Airlines

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Marathi

Full Professional Proficiency

Bhojpuri

Full Professional Proficiency

INTERESTS

Learning new things

Reading

Travelling

Communicating actively with people around