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# **ALEX XAVIER CABIN CREW**

Highly motivated client service ambassador with 10 years experience in various sectors in hospitality industry. Excellent skills in conflict resolution and communication to build customer loyalty by leveraging interpersonal skills and offering top customer service.

# **EDUCATION**

## **CHRIST UNIVERSITY** BANGALORE

BACHELOR OF HOTEL MANAGEMENT internship TAJ GROUPS OF HOTEL

Kendriya Vidyalaya **CBSE BOARD** 

## SKILLS

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21 May, 1988

KERALA, INDIA

Excellent

Great interpersonal

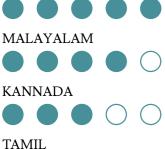
Interactive and sharing

team ethics and flexible

Proficient in customer service

#### **LANGUAGES**





# 05/2004-06/2009

03/1993-03/2004

# WORK EXPERIENCE

#### **CABIN CREW QATAR AIRWAYS**

10/2014 - 05/2018 F1 (FIRST CLASS & BUSINESS CLASS)

Achievements/Tasks

- Qatar airways First class & business class cabin (A380,777, 787, A320)
- Dedicated in-flight LOUNGE MANGER for first and business class (A380)
- Review & investigate customer feedback with team members and ensure follow-up as required.
- <sup>a</sup> Provide management support as required in the daily operation and keep abreast of current issues affecting TEAM MEMBERS.

#### CABIN CREW (BUSINESS CLASS) JET AIRWAYS

03/2011-05/2014

F1 (BUSINESS CLASS)

Achievements/Tasks

- Responsibility for the safety and comfort of business class client.
- Monitor cabin performance.
- Conduct grooming and other checks.

#### HAMAD INTERNATION AIRPORT **QATAR AIRWAYS**

Achievements/Tasks

- <sup>II</sup> Secondment by Qatar airways for the exposure for business class, First class & VIP LOUNGES.
- <sup>a</sup> Review & investigate customer feedback with team members and ensure follow-up as required.
- <sup>a</sup> Provide management support as required in the daily operation and keep abreast of current issues affecting TEAM MEMBERS.

BANGALORE

DELHI

DOHA QATAR

KOCHI

#### INTERESTS

Sports – Hockey, Basketball

Music

Travelling

WORK EXPERIENCE

#### OCWEN FINANCIAL SOLUTIONS (BPO) BANGALORE

Achievements/Tasks

work in US Shift

#### CAFE COFFEE DAY "SQUARE" SHIFT MANAGER

FLAGSHIP PROPERTY OF "CAFE COFFEE DAY"

Achievements/Tasks

- Managing a team of 25 team members, including shift mangers.
- <sup>a</sup> Stocking Shelves, Merchandising, Customer Assistance, Checkout.

## **CERTIFICATES**

Tally ERP

Management Development Programme Organised by Institute of Management

Personality development Organized by CHRIST UNIVERSITY

LEADERSHIP AND COMMUNITY DEVELOPMENT Organized by CHRIST UNIVERSITY in collaboration with Enfold Proactive Trust.

#### **PERSONAL DETAILS**

Father's Name : Xavier P.T (INDIAN AIR FORCE)

Date of Birth : 21/05/1988

Nationality. : INDIAN

Passport no. : T1844961

I hereby declare that all the above furnished details are true to my knowledge.