



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.



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KERALA, INDIA



21 May, 1988



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SKILLS

Excellent communication

Great interpersonal

Interactive and sharing

team ethics and flexible

Proficient in customer service

LANGUAGES

ENGLISH



HINDI



MALAYALAM



KANNADA



TAMIL



EDUCATION

CHRIST UNIVERSITY

BANGALORE

05/2004 – 06/2009

BANGALORE

BACHELOR OF HOTEL MANAGEMENT

- internship TAJ GROUPS OF HOTEL

Kendriya Vidyalaya

CBSE BOARD

03/1993 – 03/2004

DELHI

WORK EXPERIENCE

CABIN CREW

QATAR AIRWAYS

10/2014 – 05/2018

DOHA QATAR

FI (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.
- 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

KOCHI

FI (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

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

INTERESTS

Sports – Hockey,
Basketball

Travelling

Music

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.
- 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.