
KUNAL SHAW

Skype- kunal.shaw88 ♦ kunal.kenz@gmail.com

PROFESSIONAL SUMMARY

Dedicating highly-motivated hospitality career as a professional Customer Service Agent and Flight attendant, working with the leading Airline company thereby providing me a competent working environment wherein I can utilize my skills & potential.

Accomplished, multi-lingual customer service professional with 11 years of experience in customer facing roles for leading European Airline. I have built the ability to provide an outstanding service within any environment and ensure that I represent any customer oriented industry in a professional and approachable manner. Having dealt with a broad range of customers around the world. I possess solid skills in organization, implementing ideas, team work and communication and am able to handle complex situation within a time frame. Dedicated Customer Service Professional committed to deliver high service standards, with a dedication to delivering solution, handling complaints, solving problems and contribute to overall company success.

WORK HISTORY

Flight Attendant, 10/2011 – Current

Lufthansa German Airlines – New Delhi, India

Emergency and security of aircraft and passengers.

License Holder under EASA (European Aviation Safety Agency) for Aircraft Safety-Aircraft type - **Boeing 747-400,747-800,Airbus 380, 300,340-600,etc**,Fire fighting, First Aid and Medical Assistance, Customer service, Met Customer Expectation and Demand, Service Quality, Service Skills, Intercultural expertise and awareness, Safety management, Food and Beverage Service, Passenger Handling, Announcements on board.

- Maintained and established high standards of safety and personal appearance, promoting sense of professionalism and passenger confidence in crew.
- Answered passengers questions and efficiently provided solutions to issues arising during flights.
- Attended training in customer service, conflict resolution tactics and safety procedures to remain updated with new requirements and procedures.
- Complied with all airline and national aviation regulations to ensure that complete safety and security procedures were met.
- Attended workshops and training sessions in customer service, conflict resolution tactics and safety procedures to keep abreast of all new requirements and procedures.
- Crew Recourse Management, Dangerous Goods Handling Procedure, Bomb Search Procedure, Smoke and Smell Procedure.
- Handling passengers with less mobility in aircraft with proper care.

Airport Customer Service Agent, 04/2010 – 09/2011

BWFS (Dedicated to Lufthansa German Airlines) – New Delhi, India

- Customer Service to valuable passengers of this airline (HON, Senator or Gold card,Silver card Holders).
- Check-in counters, Departure Crew Clearance, Arrival Crew Clearance, Departure and Arrival UM, Arrival D/T's.
- Departures :- (Handling D/T Pax overall, Immigration and Customs clearance, Team coordination, etc).
- Arrival baggage Handling (Lost and Found Department),Passenger handling,Warehouse formalities.
- Post flight and Pre flight work, Provide accurate information to passengers regarding Flights and Airport facilities, Crowd Management.
- Informed customers of date, time, pricing and cancellation changes, ensuring mutually beneficial resolutions were quickly sought.
- Managed smooth operation of Flight.
- Escorted passengers with reduced mobility from terminal to aircraft.
- Announced flight status updates and information about gate changes over PA system.

- Oversaw ticketing, gate and ramp services.
- Handled Visa checks and Customs Documentation.
- Provided impeccable customer care through exceptional communication skills and outstanding problem-solving abilities.
- Adeptly handled 40-50 of inbound calls per day regarding baggage discrepancy and Flight information.
- Boarding gate setup and procedure.
- Managed team member schedules and work assignments.
- Performed Cancellation, Re-booking, Rerouting, Hotel Reservation for passengers in case of flight cancellation.

Airport Operational Trainee, 01/2010 – 04/2010

GMR - New Delhi – New Delhi, India

Passenger handling, Provide accurate information to passengers,
Maintaining queue, Team management.

- Performed extensive checks around airport infrastructure and keep all facilities in working condition.
- Established good communication and coordinating within team and different departments of airport.
- Monitored crowd, carrying out regular patrols to maintain safe, positive environment.
- Handled incidents calmly and effectively, using excellent interpersonal skills to resolve situations.
- Instructed passengers on safety and emergency procedures and answered all passenger inquiries.

Event Coordinator, 01/2005 – 12/2008

Freelancing (after Higher Secondary education) – Kolkata, India

- Planned event logistics by performing site evaluations and cost estimates.
- Evaluated existing plans, processes and event planning services to identify opportunities for improvement.
- Meeting with clients, Supply man power, Maintaining manpower, Customer survey, Organize event, Customer handling, Meet customers demand.

SKILLS

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| <ul style="list-style-type: none"> • Hospitality management • Highly organised • Emergency response • Stress Management • Interpersonal communications • Guest Relationship management • Duty-free Sales • Microsoft Office • Customer Service Management | <ul style="list-style-type: none"> • Inspiring team Leadership • Soft skills • Employee training • Infant AED and CPR • Public announcements • Boarding gate procedures • Operations Expertise • Check-In Processes • Baggage Handling |
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EDUCATION

Certification course in Digital Marketing, 12/2020

Google - New Delhi, DL

Diploma in Airport Management, 10/2009

Avalon Aviation Academy - Kolkata, India

Bachelor in Commerce with Major In BCA, 04/2008

University Of Calcutta - Kolkata, India

LANGUAGES

English:	C2	German:	A2
Master or proficient		Elementary	

DECLARATION

I hereby declare that all the above stated statements are true to my knowledge.

Place: New Delhi, India (Kunal Shaw +918802339349)