

Rhyma George

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OBJECTIVE

To work in a challenging and responsible position where my professional abilities can be utilized for the progress of the organization and to update myself with the latest technologies, which will enable me to serve better.

PROFESSIONAL CHRONOLOGY

COMPANY : ETIHAD AVIATION GROUP
DESIGNATION : GUEST SERVICE AGENT

Nov, 2015 - Present



Work Experience with ETIHAD AIRWAYS

- Perform a wide range of airport services (e.g. guest/baggage handling, check in and boarding operations, tickets and boarding passes screening) to ensure high quality services are delivered to all guest in compliance with safety, quality and operational objectives.
- Performs activities to ensure that all guests booked for travel have adequate and proper travel and health documentation and comply with all entry regulations for the destination and transit regulations at transfer points.
- Provide guests with dedicated support according to policies and procedures to ensure compliance to regulations and risk mitigation
- Support guests with connecting flights to ensure complete and timely information are provided
- Liaise with cabin crew to ensure boarding operations are executed on time and according to safety procedure
- Acts as a point of liaison for Etihad partner airlines and other airlines: Provide Ground handling services to Oman Air, British airways, Egypt Air, Srilankan Airlines, Gulf Air, Himalayan Airlines, Philippine Airlines, PIA.
- Receive and analyze complaints to ensure they are solved or addressed in the most effective manner and reports key issues to supervising colleagues
- Support guests on a wide range of generic services following established policies and procedures to ensure guests needs are met in the most effective manner
- Coordinate and escalate complex or specialized enquiries to responsible teams to ensure ad hoc support is provided
- Work closely with supervisors to improve the execution of assigned activities
- Interact with internal teams to ensure consistent and reliable customer service
- Identify and highlight potential areas of improvement to support continuous improvement of services and/or operations
- Proactively perform a wide range of assigned and emerging activities to ensure compliance with the established standards and procedures and high level of customer service
- Assist guests with self-service check in kiosks
- Manage guest's baggage processing including handling or fee calculation if applicable
- Assist guests as needed through arrival and check in processes including support for guests with specialized requirements such as unaccompanied minors (UM), VIP guests and guests needing wheelchair assistance
- Direct guests through customs, Immigration, and quarantine as required
- Make public address announcement as required
- Assist colleagues in other areas of the airport to ensure that wheelchair and strollers and gate checked bags (cleared through security) are made available for loading- upon departure and delivery to guests upon arrival
- Operate computers and specialist equipment such gate reader, scanners, and airline specific software
- Monitors activities to ensure that services are delivered in accordance with Etihad Airways values and requirements
- Ensures that opportunities to optimize excess baggage revenues are identified and delivered
- Plays an active role during delays and disruption whilst ensuring that our guests are cared for in the most appropriate manner.
- Other ad hoc duties as detailed by the business as and when required

Tasks and Activities

Mandatory

- Corporate induction
- Departmental Induction
- Passport and visa checks
- Health and safety awareness
- Manual handling
- Dangerous goods Regulations awareness
- General security/fire awareness
- Airline product knowledge
- Animal/weapons awareness
- Announcements
- Arrival segregation & presentation
- Baggage check & processing (hand & hold)
- Basic flight/ticket disruption handling awareness
- Check in procedures
- Distribute issue light refreshment vouchers
- Guests boarding procedures
- Seating allocation at check-in
- Special Assistance duties (UM)
- Other Airline ground handling experience
- Incident reports to the line manager

Operational

- Check-in procedures (open & close)
- Airline revenue payments(sales)
- Departure gate control/oversee activities
- Equipment checking
- Gate bag handling
- Assist with dispatch duties as required
- Guests with Restricted mobility
- Baggage Reconciliation Services
- Handling Disruption/Cancellation flight

COMPANY : BURJEEL GEOJIY BNP PARIBAS Jan – Nov, 2015
DESIGNATION : ADMINISTRATOR & FINANCIAL ADVISOR



Work Experience with BURJEEL GEOJIT BNP PARIBAS

- Administrative work
- Recording books and statements
- Handling customer care services
- Providing Financial planning support to clients
- Back office and system administration.

TECHNICAL SKILLS

- | | |
|-----------------|---|
| • SABRE | ETIHAD, OMAN AIR, PHILIPPINE AIRLINE |
| • ALTEA | KLM, SRILANKAN AIRLINES, EYGPT AIR, ROYAL JORDANIAN |
| • BA FLY | BRITISH AIRWAYS |
| • MAESTRO | SALAM AIR, HIMALAYAN AIRLINES, AIR BLUE, TURKEMENISTHAN AIR, SYRIAN AIR |
| • MS OFFICE | |
| • TALLY | ERP 9 |
| • SUCCESSFACTOR | SAP |

ACHIEVEMENTS

- Qualified for 4 Airline system check in (Sabre, Altea, Maestro DCS, BA fly)
- Certified for specialized immigration and forgery detection
- Best performer award for airport upgrade from British airways for driving upgrade sales
- 2019 Performance award from Etihad airways
- Received Shukran awards from Etihad Airways

EDUCATIONAL QUALIFICATION

MBA – M G University

2010– 2012

Bachelor of Commerce – M G University

2007 - 2010

PERONAL DETAILS

Nationality	:	Indian
Visa Status	:	Employment
Date of Birth	:	02-AUG-1989
Gender	:	Female
Marital Status	:	Single
Phone number	:	0097155 4732212
E-mail ID	:	rhyma.george@gmail.com
Address	:	Abu Dhabi, United Arab Emirates
Driving license	:	UAE Driving License (LMV)

REFERENCE

Will furnish promptly upon request

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place : Abu Dhabi- United Arab Emirates

Rhyma George