



CONTACT ME AT

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LANGUAGE KNOWS

- English
- Malayalam
- Hindi
- Tamil

SKILLS

- 📖 Active Listener
- 📖 Customer Engagement and Interaction
- 📖 Excellent in using Computer Applications
- 📖 Customer Service

TRAININGS

- Cargo Handling
- Passenger Handling
- Cargo Documents
- Dangerous Goods
- Travel Documents
- IATA in Customer Service

ERIC JOHN

CUSTOMER SERVICE EXECUTIVE

PERSONAL PROFILE

I am graduated and Experienced in Airport and Airline Operations. Mainly focusing on customer service. I am excellent in using computer applications like MS Word, Excel, Power point and most of airline applications like ALTES and SITA LIAZON

WORK EXPERIENCE

Customer Service Executive

Air India SATS (INDIA) | AUG 2018- AUG 2021

- Worked for several airlines for flight operations.
- Passenger Check in, Travel Documents Check, Acceptance of Passenger as per the country regulations.
- Pre-Flight, Post-Flight works like capturing daily flights details on the system using computer application like MS word, Excel.

Customer Service Executive

Bird Worldwide Flight Service (INDIA) | AUG 2016-JUL 2018

- Worked for Lufthansa airlines for flight operations.
- Passenger Check in, Travel Documents Check, Acceptance of Passenger as per the country regulations.
- Pre-Flight, Post-Flight works like capturing daily flights details on the system using computer application like MS word, Excel.

EDUCATIONAL HISTORY

Vinayaka Mission University

Bachelor of Science (BSc) | OCT 2015

- Successfully Completed Bachelor of Science in Zoology

Vocational Higher Secondary School

Higher Secondary Studies | MAR 2007

- Successfully Completed 12th in Biology Science
- Main Subject Fisheries.

PASSPORT DETAILS

Passport Number: V1936855

Place of Issue: Trivandrum

Date of Issue: 02 SEP 2021

Date of Expiry: 02 SEP 2031