



# Vidya Thilak

Experienced Customer Service Host | Ground Handling Specialist | Travel and Tourism Enthusiast

As a travel and tourism professional, I am committed to delivering outstanding customer service. My extensive experience in ground handling, travel operations, and booking systems makes me an ideal candidate for contributing to the success of a renowned airline or travel agency. My top priority is to guarantee a seamless and enjoyable travel experience for passengers, while maintaining compliance with industry standards and regulations.

## Contact

### Phone

+91 9847881333 (India)

### Email

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### Address

Udayanivas House, Eriyad Punnappala Post, Wandoor - 679328, Malappuram, Kerala

## Education

2022

**IATA (Canada Certification)- Foundation in Travel and Tourism with Galileo**

2021

**Bachelor of Travel and Tourism Management**  
Calicut University, Kerala - India

2017

**Higher Secondary School (12th)**  
IHRD -Technical Higher secondary school

2015

**Secondary School (10th)**  
Middle East International School- KSA

## Personal Details

Nationality : Indian  
Date of Birth : 23-02-1999  
Passport : M5510222

## Language

English  
Malayalam

## Experience

### November 2022 - November 2023

BWFS Ground Handling Company, Cochin, India

#### Customer Service Host

- Primary contact for Emirates and Akasa Air passengers during ground handling.
- Provide exceptional customer service, addressing inquiries and special requests.
- Ensure smooth boarding, efficient check-in, and baggage handling.
- Collaborate with ground operations for on-time departures and passenger comfort.
- Adhere to company policies, aviation regulations, and security protocols.
- Received positive feedback for friendly and professional service.

### January 2022 - September 2022

Alhind Academy, Cochin

#### Front Office

- Managed front office operations, greeted visitors, and handled inquiries professionally.
- Conducted tele-calling activities to promote travel and tourism courses effectively.
- Efficiently handled mail and correspondence, ensuring prompt responses.
- Processed payments accurately, maintaining financial records securely.
- Provided exceptional customer service to students, faculty, and visitors.

## Internship

### November 2021- December 2021

Alhind Academy, Cochin

- Completed internship at Alhind Academy, a prestigious travel and tourism institute.
- Proficient in Amadeus and Galileo travel booking systems for flights and hotels.
- Managed inbound and outbound tour packages, mastering itinerary planning and coordination.
- Provided top-notch customer service, resolving inquiries and ensuring client satisfaction.
- Developed strong problem-solving skills, adept at handling last-minute changes in the travel industry.

## Skills and Expertise

- **Ground Handling Operations:** Proficient in all aspects of ground handling, including passenger assistance, baggage handling, and ensuring a seamless boarding process.
- **Customer Service Excellence:** Demonstrated track record of providing exceptional customer service, addressing passenger needs, and resolving issues with tact and efficiency.
- **Travel Booking Systems:** Skilled in utilizing Amadeus and Galileo travel booking systems to make flight reservations, hotel bookings, and coordinate travel itineraries.
- **Team Collaboration:** Effective team player with the ability to collaborate and communicate seamlessly with diverse teams to achieve common goals.
- **Adaptability and Resilience:** Proven capability to work under pressure, adapt to dynamic environments, and handle challenging situations with poise and resilience.