

# Georgemon Placheril Raju

Customer Service Supervisor

## Profile

Commerce Graduate and International Diploma holder in International Air Transport Association and a customer service professional in aviation/hospitality and BPO(Tele sales) industry for the past couple of years have made myself confident and ability to adhere responsibilities has been increased. Dealt with high number of Customers both domestic and International across the globe. I have good typing speed along with 95%accuracy. Also completed my IELTS general test on JAN 2021.

## Work Profile

- Responsible for the day to day operations and ensuring appropriate delegation of responsibilities when absent
- Administration works and Reports being prepared on daily basis.
- Answer all incoming calls, handle inquiries and redirect calls as appropriate, and take adequate messages when required
- Oversees the daily movement of customer activities and able to resolve guest complaints and to establish an amicable relation with clients and customers at the Airport.
- Good telephone, verbal, and written communication skills.
- Prepares reports and analyzing data to assist management as they determine operational goals.
- Maintaining excel sheet for each reports such as On time performance, Excess baggage collection, Baggage Reports, Cash reports.
- Ledger and cash books maintained for Transportation expenses rendered for MHB and Baggage delivery
- Attendance reports prepared for staff on daily and monthly basis.
- Builds and maintains a positive working environment that attracts and retains high-quality staff.
- Provides coaching and support to team members on an immediate response basis and prepares and delivers semi-annual performance reviews.



## INFO

### ADDRESS

22 A Street, Fish roundabout Mosque,  
Deira, Deira, Dubai, Dubai, United Arab  
Emirates

### PHONE

00971502091951

### EMAIL

george808605@gmail.com ,  
sophygeo143@gmail.com

### BIRTH DATE

20/05/1986

### NATIONALITY

Indian

## SKILLS

### MICROSOFT OFFICE EXCEL



### MICROSOFT OFFICE WORD



### SABRE INTERACT



### WORLD TRACER MANAGEMENT



### TELEPHONIC SKILLS



## LANGUAGES

### ENGLISH



### HINDI



## Education

### **IATA- UFTAA, Montreal, Canada**

2006 June - 2007 September

### **Bachelor of Commerce, Kerala University**

Kerala | 2003 June - 2006 March

### **Vocational Higher Secondary, Kerala Board**

Kerala | 2001 June - 2003 March

## Employment History

### **Customer Service Associate/Telesales, Unicus IT Solutions PVT LTD**

Trivandrum | 2020 July - 2021 September

Customer service and Tele sales carried out for OBAMA CARE (US based Health Insurance. Converts calls to Leads and then to the sales Department. Also dealt for DEBT Settlement team.

### **Customer Service Officer, Air India SATS PVT LTD**

Trivandrum | 2020 January - 2020 June

### **Customer service Duty Officer, Bhadra International India PVT LTD**

Trivandrum | 2013 December - 2019 December

### **Senior Customer Services agent, Air India SATS PVT LTD**

Trivandrum | 2010 April - 2013 January

### **Customer Service Agent, Global Aviation Airport Services PVT LTD**

Trivandrum | 2008 January - 2010 March

## Hobbies

Driving, Playing Cricket, Enjoying Music and Playing Musical Instruments

## Courses

### **IELTS General Test, British Council**

2021 January - 2023 January

### **Load Control Competency License, Gulf Air Bahrain**

2019 December - 2021 November