



RAJASHEKAR GAJULA

CONTACT

Room No.205, New Al Ridda
Apartments, Al Rolla Road, Street No.13
Bur Dubai,Dubai.

- ❖ +971501262204
- ❖ Princeshekar132@gmail.com
- ❖ 15-08-1993

OBJECTIVE

Seeking a customer service position with Bahrain airport service (BAS) company where I can leverage my communication and problem-solving skills to provide exceptional service to customers and contribute to the growth of the company.

SKILLS

- Empathy
- Adaptability.
- Ability to Use Positive Language.
- Clear Communication Skills.
- Self-Control.
- Taking Responsibility.
- Patience.

PROFILE

Experienced and reliable customer service officer with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

EXPERIENCE

Bahrain airport service (BAS) Bahrain - 2015-2018

Customer Services executive

- Represent the airline to its passengers and assist
- passengers in ticket sales and reservations including
- reservation changes Lead conversion from numerous
- marketing channel
- Passenger check-in including the movement of
- checked baggage intention of achieving the given objectives.
- Provide airline information to passengers as required
- Actively looking for possibilities to upsell and cross-sell to existing customers.
- Assist in passenger boarding Management of
- customer relationships
- Required to do monthly computer-based

Bahrain airport service (BAS) Bahrain - 2018-2020

Customer service handling & check in counter staff

- greeting passengers and checking their tickets and
- passports against the passenger list using computerized
- systems

INTERESTS

- playing cricket
- reading books
- listening music
- writing stories

LANGUAGE

- ❖ Arabic
- ❖ English
- ❖ Hindi
- ❖ Urdu
- ❖ Tamil
- ❖ Telugu

PERSONAL DETAILS

Date of birth : 15-08-1993
Nationality : Indian
Gender : Male
Marital status: Married
Passport : Y5720822
Passport expiry July 2028
Visa status : Visit visa

COMPUTER SKILLS

- MS office
- Tally
- Internet & Email

- asking security questions, allocating seats and giving out
- boarding cards and luggage labels
- Weighing luggage and charging the passenger extra if the
- luggage is overweight
- directing passengers through security and departures
- giving flight information and directing passengers to
- departure gates
- dealing with issues from delayed, cancelled or missed
- flights
- checking boarding passes at the departure gate
- escorting people who require assistance and
- unaccompanied children
- making announcements on the public address system.

Reliance digital PVT India - 2020-2022

Customer service manager

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

INTERESTS

- playing cricket
- reading books
- listening music
- writing stories

EDUCATION

BSC - BZC - 2014

Sathavahana University , Hyderabad

BIPC -2011

Board of Intermediate, Sree Chaithanya Jr College

SSC -2009

ZPHS high School, Maddunoor

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.

RAJASHEKAR GAJULA