

# SHAHID REZA

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Specialization: B.com; Date of Birth: 2<sup>nd</sup> October 1991

## Career Objective

Looking forward to build career in a growing organization to establish myself as a service professional utilizing my training and personality that will lead to the company's success as well as my professional growth.

## Introduction

I am academically qualified from South City College (Kolkata) as a Bachelor of Commerce and have acquired comprehensive experience of around 5years in Aviation/Airlines industry. During this period, I have gained diverse experience in different Management skills like “Customer Handling on Ground”, “Boarding Process Management”, “Different POC Roles” and “Staff Allocation”. Apart from aviation industry, these soft skills can easily be applied to other fields that require “People management”.

## Work Experience

➤ **Company:** Spice Jet Airlines

❖ **Designation:** Customer Service Executive

❖ **Duration:** 23<sup>rd</sup> Sept '2016 – Present

❖ **Job Type:** Permanent

❖ **Roles and Responsibilities:** Following are the different responsibilities handled by me:

- ◆ Customer handling on Ground:
  - ◆ Passenger queries clarification
  - ◆ Boarding Co-ordination
  
- ◆ Boarding Management:
  - ◆ Help customers board.
  - ◆ Help customers comply boarding rules which includes covid-19 precaution & guidelines, ensuring ticket correctness etc.
  
- ◆ POC role:
  - ◆ Reliable POC for colleagues.
  - ◆ Reliable POC for customers.
  
- ◆ Staff allocation/management:
  - ◆ Allocation of tasks and responsibilities to other employees / colleagues.
  - ◆ Overall management of different boarding efficiently.

➤ **Company:** Wholesale Business Owner of Crockery Goods.

❖ **Designation:** Business Owner

❖ **Duration:** Jan '2011 – Sept '2016

❖ **Job Type:** owner

❖ **Team Size Managed:** 3

❖ **Roles and Responsibilities:**

- ◆ Sales Management
- ◆ Packing and supply chain
- ◆ Curation of stocks:
  - ◆ Import and export of crockery items
- ◆ Customer management
- ◆ Products Management

## Professional Training

- **Institute:** King Fisher Training academy.
- **Training Type:** Travel and services.
- **Duration:** 6 months
- **Batch Size:** 15
- **Certification:** successfully completed with certification

## Academic Qualification

- **Bachelor of Commerce:** (B. Com General with Accounts, Financial Management and Cost) from South City College, affiliated to the Calcutta University.
- **Higher Secondary Examination** (Standard XII): Passed in the year 2011 from Kolkata, under ISCE from St. Thomas Day School, Calcutta.
- **Secondary School Examination** (Standard X): Passed in the year 2009 from Kolkata under ICSE from St. Thomas Day School, Calcutta.

## Technical Qualification

- Basic Computer Knowledge.

## Strength & Hobbies

- Positive attitude, Good Communication Skills in English and Hindi/Urdu.
  - 5 Times Namazi
  - Patiently handled large number of Customers and Employees under him.
  - Tenacious, focused, and hardworking
  - Regular exercise and body building
  - Travelling and exploration of new places

- Food Lover
- Playing Guitar, Painting & listening to music

## Personal Profile

<b>Father's Name</b>	Md. FAROOQUE
<b>Date of Birth</b>	2 <sup>nd</sup> October 1991
<b>Gender</b>	Male
<b>Height</b>	180.4 cm (5 feet 11 inches)
<b>Marital Status</b>	Unmarried
<b>Languages Known</b>	English, Hindi, Urdu and Bengali
<b>Nationality</b>	Indian
<b>Physical features:</b>	Pleasing personality, clear complexion and good eyesight.

## Declaration

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

**SHAHID REZA**