

Lokesh Bajpai



Contact

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Personal Info

Nationality : Indian

Gender : Male

Languages : Hindi, English

Education

Master in Business Administration

IILM Academy of higher learning
(2007) (Greater Noida), India

Reference

Available on Request

Summary

Customer Service Specialist capable in managing teams, providing top-notch service to customers. Efficient, well-organized and service-oriented team player focused on keeping customers happy and surpassing sales and support objectives.

Experienced in managing paperwork, collecting payments and resolving issues, target oriented, ready to take additional tasks, profitability driving approach, handled promotional campaigns successfully.

Skill Highlights

- Customer service
- Strong decision making
- Complex problem solving
- Sales, target oriented
- Report preparation
- Data Evaluation
- MS Office expertise

Experience

(FJ) Business Class – April 2014 to Dec 2020

Etihad Airways, Abu Dhabi (UAE) (A320, 321, 330, 340, 380, B777, 787)

- Met and **exceeded productivity** targets by handling every interaction with top-notch customer service, boosting **ancillary/Dutyfree sales** hence generating extra revenue.
- Resolving inquiries consistently, meet standard benchmarks, **nil guest complaints and absence from duty.**
- Secured **client retention** by driving service and product benefits, features and recommending to the client.

Flight Pursor – Aug 2012 to Feb 2014

Spicejet Airways Ahmedabad (India) (B737-800, 900)

- Supervision and management of cabin crew and ensure consistency with the airline standards.
- **Conduct pre-flight briefings** to verify crew safety and first aid knowledge. Monitor crew performance onboard while correcting any safety or board service deviation from standards.
- Boosting **selling on board, handling cash, making catering sheets and duty free sales** hence generating revenue.

Inflight Crew (First class) – April 2010 – Aug 2012

Kingfisher Airways Mumbai (India) (A320, 321, 330)

- Responsible for safety of the guest and is always prepared for any emergency possible during the flight.
- To ensure that the guest comfortable throughout the flight and make his travel a enjoyable experience also making good relation with the customer and hence **retaining guests, team handling, delegating tasks.**

Researcher - June 2007 – Mar 2010

Synovate India pvt ltd (IPSOS)

- **Briefing** from client, proposal writing, **costing, research designing**, making research material (Questionnaire designing), co-ordination with data processing teams, **data analysis, report writing.**

Other Projects

- Worked as a management trainee in NAMS advertising, in a **retail outlet** for **selling gift cards.**
- Worked as management trainee in **Wizcraft Entertainment.**
- Associated with **Cancer Aid Society** for spreading awareness about symptoms of cancer.