



**Divya Suresh**

Sharjah, UAE

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## CAREER OBJECTIVE

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To work as a key player in an innovative and challenging environment, where I can use all my knowledge and ability I possess for the growth of the reputed concern and to get an opportunity to learn and acquire new skills for better development in my career.

## EXPERIENCE

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- **United India Insurance Co. Ltd.**

***Feb 2018 - Nov 2021***

Admin and HR coordinator

Duties and responsibilities:

- Meeting and greeting clients and visitors to the office.
- Updating and maintain the holiday, absence and training records of staff.
- Preparing, organising and storing in paper and digital form.
- Dealing with queries on the phone and by the email.
- Managing diaries, scheduling meetings and bookings.
- Arranging post and deliveries.
- Arranging travel and accommodation.

- **Sharjah Aviation Services, Sharjah International Airport**

***Apr 2014 - Jan 2017***

Customer Service Agent

- **Globe Ground India Pvt. Ltd., Bengaluru International Airport**

***Jul 2013 - Mar 2014***

Customer Service Agent

- **Air India Sats Pvt. Ltd., Bengaluru International Airport**

***May 2011 - Jul 2013***

Customer Service Agent

Duties and responsibilities:

- Documents check (passport, visa, health certificates, and certificate of identity).
- Check in counters (check in correct passenger, issuing boarding pass, tagging baggage).
- Boarding gate leading.
- Excess baggage collection.
- Special handling (Assisting V.I.P C.I.P wheelchairs).
- Pre-flight (flight details, blocking seats, special messages, manifest).

## **EDUCATION**

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- **In-Flight Aviation Academy**  
Diploma In Airport Management  
February 2011
- **Santa Cruz Higher Secondary**  
Higher Secondary Commerce  
March 2007

## **TECHNICAL QUALIFICATION**

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- Tally
- MS Office
- SITA ( Air Arabia, Air India, Airblue, Shahin Air, Syrian Air, Sharjah International Airport)
- CYBER ( Jet Airways Sharjah International Airport)
- ALTIA (Qatar Airways, Sharjah International Airport)

## **ACHIEVEMENTS & AWARDS**

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- Certificate for DANGEROUS GOODS GROUND CREW
- Certificate for CUSTOMER SERVICE TRAINING COURSE
- Certificate for IMMIGRATION GUIDELINES TRAINING COURSE
- Certificate for AIRSIDE SAFETY TRAINING
- Certificate for AVIATION SECURITY AWARENESS
- Certificate for DANGEROUS GOODS REGULATIONS TRAINING FOR PASSENGER HANDLING
- Certificate for EMERGENCY AND BUSINESS CONTINUITY MANAGEMENT
- Certificate for AIRCRAFT RESCUE AND FIRE FIGHTING DEPARTMENT

## **SPECIFIC RESPONSIBILITY**

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- Identifying the needs and wants of the customer and satisfying their needs.
- Preparing and monitoring client requirements as per schedule.
- Responsible for the proper administration, creating and updating spreadsheets.
- Composition and typing of correspondence.

## **PERSONAL SKILLS**

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- Good communication and presentation skills.
- Comprehensive problem solving skills and establish long relationship with customers.
- Hardworking and sincerity.
- Strong customer service and ability to accept mistakes and make improvements.

**PERSONAL PROFILE**

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Date of Birth : 10/07/1989  
Visa status : Visiting visa  
Nationality : Indian  
Known Languages : English, Malayalam, Tamil, Hindi  
Passport : U6769132  
Date of issue : 28/09/2020  
Date of expiry : 29/09/2030

**DECLARATION**

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I hereby declare that the above statements are true to the best of my knowledge and belief.

Date:

**DIVYA SURESH**

Place: SHARJAH