



SUMAN CHERUVATHUR

Resides: Abu Hail, Dubai, United Arab Emirates

Phone: +971-504 086 821

Email: suman.cheruvathur@gmail.com

LinkedIn: <http://www.linkedin.com/in/suman-cheruvathur>

Personal Details

Date of Birth: 29/07/1995 | **Nationality:** Indian | **Gender:** Male

KEY SKILLS

- Customer Service Management
- Airport Operations
- Ground Handling Coordination
- Passenger Assistance
- Customer Support
- Baggage Handling
- Reservation Management
- Security Compliance
- Interpersonal Communication
- Time Management
- Workflow Planning
- Decision-Making
- Cross-Departmental Collaboration
- Safety and Security Protocols
- Team Leadership
- Access Control Management

EDUCATION

- Diploma in Aviation Management from CIASL Academy, India (2017)
- Bachelors of Tourism Studies from Mahatma Gandhi University, India (2016)

PROFILE SNAPSHOT

- Seasoned Customer Service Supervisor with over 6 years of experience in aviation and healthcare sectors, specializing in airport ground handling coordination and patient support
- Demonstrated expertise in managing passenger services, including baggage check-in, reservations, and providing essential travel information
- Proven ability in ensuring safety and security protocols for passengers and their belongings, including conducting X-ray security checks and maintaining strict access control
- Strong interpersonal communication skills, adept at articulating strategy and organizational needs to stakeholders and engaging in cross-departmental collaborations
- Proficient in workflow planning and decision-making, with a track record of enhancing operational efficiency and customer satisfaction
- Managing financial transactions related to patient care.
- Managing billing inquiries: Addressing patient questions and concerns regarding their bills, payment options, and insurance coverage.
- Maintaining financial records: Ensuring accurate and organized records of all financial transactions, including daily totals and reconciliations.
- Working with other departments: Collaborating with other hospital departments, such as billing and insurance, to resolve any billing issues.
- They also play a role in assisting with insurance claims, verifying insurance information, and ensuring compliance with healthcare billing standards.
- Experience in diverse cultural environments, including roles in India, Kuwait, and Dubai, showcasing adaptability and a global perspective in customer support

EXPERIENCE

Senior Associate | Aster Jubilee Medical Complex, Dubai | Dec 2022 – Till Date

Senior Coordinator | Kuwait International Airport, Kuwait | Sep 2018 – Oct 2021

Coordinator | Spicejet Airline, Cochin International Airport (India) | Jan 2017 – Jul 2018

KEY DELIVERABLES

- Clearly articulate strategy and organizational needs to all stakeholders.
- Actively engage with and participate in cross-departmental collaborations.
- Manage passenger services including baggage check-in and reservation creation.
- Provide essential information to passengers and prepare documents for the arrival and departure of international flights, ensuring a smooth process through immigration, emigration, security, and customs.
- Conduct security checks on carry-on and checked baggage using X-ray technology.
- Ensure the safety and security of the airport, passengers, and their belongings.
- Maintain strict access control to ensure authorized entry into the airport.