

SAMRADDHI S NAYAK

BBA IN AIRLINE & AIRPORT MANAGEMENT

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Al Quasis 1, Dubai

United Arab Emirates



PROFESSIONAL SUMMARY

Experienced aviation customer service professional with a Bachelor of Business Administration in Airline & Airport Management. Over 2 years of dedicated service at airports, adept at resolving customer inquiries and delivering exceptional service. Known for effectively handling challenging situations and ensuring customer satisfaction. Demonstrated ability to exceed customer expectations and cultivate strong relationships with passengers. Possesses strong communication and problem-solving skills. Eager to leverage expertise in a dynamic aviation environment.

EDUCATION

BBA IN AIRLINE & AIRPORT MANAGEMENT | 2020-2023

- Mangalore University

HIGHER SECONDARY | 2019-2020

- Board of Higher Secondary Examination, Kundapura, India
- Mangalore University

SSLC

- Board of Public Examination, Koteswara, India
- Mangalore University

COMPUTER PROFICIENCY

MS Office ★ ★ ★ ★ ★

Basic Operation ★ ★ ★ ★ ★

Internet & Email ★ ★ ★ ★ ★

LANGUAGES KNOWN

English ██████████ 100 %

Hindi ██████████ 100 %

Kannada ██████████ 85 %

Konkani ██████████ 85 %

WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE | 2023 - Jun 2025

AISATS PRIVATE LIMITED

Working for Emirates Airline At Bangalore International Airport Limited

KEY RESPONSIBILITIES

- Coordinated aircraft movements on the ground and ensured safe and efficient departures and arrivals.
- Optimizing spacecraft trajectories in collaboration with mission planners for efficient mission execution.
- Managed the boarding gate as the Gate in charge, overseeing the boarding process, ensuring timely departure, and addressing passenger inquiries and concerns.
- Provided leadership as a Team Leader, supervising a team of airport personnel, delegating tasks, and ensuring adherence to operational procedures and customer service standards.
- Operated the check-in counter, assisting passengers with check-in procedures, processing tickets, and managing baggage handling while delivering exceptional customer service.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

ACHIEVEMENTS

- Identified problems and solved it
- Served customers in a positive way, receiving customer service compliments.
- Been complimented by your supervisor or co-workers
- Come up with a new idea that improved things.
- Contributed to good customer service

INTERESTS



Songs



Travelling



Reading

PROFESSIONAL SKILLS

| | |
|--------------------------------|------------------------------|
| Excellent communication skills | Safety awareness |
| Conflict resolution | Customer service orientation |
| Emergency response | Time management |
| First aid/CPR | Multitasking |
| Teamwork | Adaptability |
| Cultural sensitivity | Professionalism |
| Problem-solving | Interpersonal skills |
| Attention to detail | Language proficiency |
| Conflict management | Sales skills |
| Stress management | Crisis management |
| Decision-making | Flexibility |
| Assertiveness | Compassion |

PERSONAL DOSSIER

| | |
|----------------|-------------|
| Gender | :Female |
| Date of Birth | :24-02-2003 |
| Nationality | :Indian |
| Marital Status | :Single |
| Height | :172cm |
| Weight | :60Kg |
| BMI | :19 |

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

SAMRADDHI S Nayak