



JASNA P

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Dubai, United Arab Emirates

PROFILE

An enthusiastic individual with fine-tuned skills looking to contribute towards the growth and development of a dynamic organization, where opportunities for professional and personal growth are ample.

EDUCATION

BBA AIRLINE AND AIRPORT MANAGEMENT

Nehru College of Aeronautics
Coimbatore, Tamilnadu, India
2020-2023

HIGHER SECONDARY

Sree Sankara Higher Secondary School
Lakkidi, Kerala, India
2018-2019

HIGH SCHOOL

Mount Seena Public School
Pathiripala, Kerala, India
2018

SKILLS

- SABRE
- Amadeus
- Flexibility and Adaptability
- Check-in and Boarding assistance
- Customer Service Excellence
- Stress Tolerances

CERTIFICATION

- Fire and Safety Certification
- IATA Certification
- DGR Certification (Category 9)
- CIAL Certification

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Tamil
- French

WORK EXPERIENCE

Customer Service Agent, Bird Worldwide Flight Services Oct 2023 - May 2025

- Delivered premium customer service to passengers in airport lounges, ensuring a comfortable and seamless experience for travelers.
- Facilitate the check-in process, assisting passengers with ticketing, baggage handling, and boarding procedures.
- Communicate relevant flight information, including delays, gate changes, and boarding announcements to passengers.
- Address and resolve passenger complaints or concerns promptly and effectively, ensuring customer satisfaction.
- Assist in emergency situations by following safety protocols and providing support to passengers as needed.
- Managed flight disruptions and communicated effective solutions to passengers.

Travel by Consultant, Royal Tours and Air Travels May 2023 - Sep 2023

- Booked all details of travel for clients including VIPs and for domestic and International.
- Monitored and sort Queues, invoiced itineraries daily.
- Exchange on Sabre and Amadeus.
- Handling Reservations for Air, Car, Hotel to Corporate Clients.
- Liaising with airline and land vendors regarding booking, scheduling and cancellation policy.
- Handled bookings of transportation, accommodation and activities ensuring all arrangements were confirmed and documented.

DECLARATION

Hereby declared that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

Jasna P