

RASHMI P A

FRONT-OFFICE ADMINISTRATIVE & TECHNICAL SUPPORT EXPERT

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Detailed Customer Service & Technical Support Specialist with over 3 years of combined experience in IT troubleshooting, passenger handling, and front-office administration. Proficient in help desk operations and ticketing system management, adhering to SLAs and prioritizing customer satisfaction. Expertise in diagnosing hardware/software issues, process optimization, complaint resolution, and stakeholder communication. Adept at leveraging Microsoft Office Suite, multitasking across high-volume passenger check-in workflows, and applying service-level agreement (SLA) compliance to drive operational efficiency and quality assurance.

PROFESSIONAL EXPERIENCE

Admin & Front Office Officer 2022 – 2025

Souq Al Mubarak, Sharjah, UAE

- Greeted and directed over 50 daily visitors, maintaining a professional front-desk environment.
- Managed incoming calls and email inquiries, achieving a 98% first-contact resolution rate.
- Organized and maintained digital and paper filing systems to ensure accurate recordkeeping.
- Coordinated courier and mail logistics, improving delivery turnaround by 20%.
- Supported office inventory management, including procurement and stock-level reporting.

Ground Staff 2021 – 2022

IndiGo Airlines, Bengaluru, India

- Processed passenger check-ins, seat assignments, and boarding pass issuance for 200+ daily travelers.
- Resolved passenger inquiries and travel disruptions with empathy, reducing complaint escalations by 15%.
- Collaborated with operations and baggage teams to streamline boarding processes and ensure on-time departures.
- Enforced IATA compliance and safety regulations during all passenger handling activities.
- Utilized the Amadeus reservation system to manage bookings and optimize seat inventory allocation.

Technical Support Officer 2019 – 2021

Relyon Softech Limited, Bengaluru, India

- Installed, configured, and maintained Windows and Linux operating systems across 150+ workstations.
- Diagnosed and resolved hardware, software, and network issues, achieving a 90% resolution rate on first touch.
- Performed routine system monitoring and maintenance, reducing unplanned downtime by 25%.
- Documented support procedures and user guides to enhance team knowledge base and training efficiency.
- Provided remote helpdesk support via JIRA ticketing system, managing 50+ tickets weekly to meet SLA targets.

VOLUNTEER EXPERIENCE : -

Volunteer 2018 – 2019

National Service Scheme, St. Agnes College

- Organized community outreach events and educational workshops for underprivileged youth.
- Assisted in coordinating logistics and communications for NSS activities.

EDUCATION

BA in Office Practice & Secretarial Practice 2016 – 2019

St. Agnes College, Mangaluru, India

Pre-University – Commerce 2014 – 2016

Mundaje PU College, Karnataka, India

CORE COMPETENCIES

- Customer Service Excellence
- Technical Support & Troubleshooting
- Passenger Check-In & Boarding Pass Management
- Front Office & Visitor Reception
- Office Administration & Recordkeeping
- Call Handling & Inquiry Resolution
- Hardware/Software Installation & Configuration
- Process Improvement & SOP Compliance
- Data Entry & Database Management
- Typing & Letter Drafting

TECHNICAL SKILLS

- MS Excel (PivotTables, VLOOKUP), Word, PowerPoint
- Typing (60 WPM) & Professional Letter Drafting
- Windows & Linux OS Installation
- Basic Network Troubleshooting
- Helpdesk Ticketing Systems (JIRA, ServiceNow)
- GDS & Reservation Systems (Amadeus, Sabre)
- CRM Software (Salesforce, Zoho CRM)

LANGUAGES

English | Hindi | Malayalam | Tamil