

DIMPLE BHANUSHALI

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Nationality: Indian

Current Residency: Qatar

Age: 30 Years

CUSTOMER SERVICES – AIRLINE INDUSTRY

With 04 years at Aviation industry, I experienced in different departments of operational area and a versatile and highly capable individual with a strong background in customer service. Committed, dedicated and self-motivated. Proficient at assessing requirements with sound Judgment. An assertive, energetic individual, adapting easily to fast & changing environments. Excellent correspondence & communication skills.

PROFILE SUMMARY

Last Employed at Qatar Airways in Customer Services Department and contributed my role as Customer Services Agent,
(Having Valid NOC to move on another sponsorship)

KEY RESULT AREA ACROSS CAREER

- ▶ Passenger Check-In
- ▶ Passenger Boarding
- ▶ Reports Preparation
- ▶ Flight Coordinator
- ▶ Administration
- ▶ Handling VVIP & VIP Passengers
- ▶ HUB Control
- ▶ Contact Centre
- ▶ Concierge

CAREER HISTORY AND RESPONSIBILITIES

Customer Services Agent:

Started: Oct 2017 to June 2020

Location: Qatar

Organization: Qatar Airways

Key Responsibilities:

- ❖ Worked as Check-In / Boarding Staff for Qatar Airways, Implementation of SOP provided by Qatar Airways to ensure the provision of higher level of customer services to Qatar Airways Passengers.
- ❖ Worked as Base coordinator & Flight controller at HUB Control Centre.
- ❖ Performed for Airline Catering Updates, Making Briefing Sheet for the current Shift and upcoming shift to make sure all operation is going smooth.
- ❖ Worked at Contact Centre Department and performed below duties:
- ❖ Passenger Booking, Disruption Handling, Ticket Refund Handling, Reconnecting Passenger for other flights, Transfer Desk.
- ❖ Handling VVIP & VIP Passengers
- ❖ Handling Unaccompanied Minor Passengers (concierge)
- ❖ Departure and Arrival Coordinator.

Customer Service Agent:

Started: Nov 2015 to May 2016

Location: India

Organization: Celebi NAS Airport Services

Key Responsibilities:

- ❖ Allotted as a dedicated staff to AIR CHINA airline.
- ❖ Updating preflight brief sheet and seating arrangements for groups and families.
- ❖ Performed Check in on counters.
- ❖ Profiling passengers and via document check...
- ❖ Regularly updates about visa knowledge through timatics and various other source.
- ❖ Escorting Unaccompanied Minor, meet and assist of Priority passengers.
- ❖ Updating passengers PNR and TICKETS, booking of the passengers.
- ❖ Handling passenger queries in regards to mishandled baggage and other related queries
- ❖ Arrivals and Departure crew clearance.
- ❖ Attended calls from passengers and answered their queries.
- ❖ Performing in a calm and quick way during situations like Aircraft on ground, overall system errors and diverted flights and supervising the counters.
- ❖ Performing efficiently in obtaining departure clearance from Immigration and Custom desk.
- ❖ Post flight capturing work, Station Information Management reports, Co Mail sorting, TRIP Filing and Server Tape.
- ❖ Arrival work such as mishandle Property Irregularity Report, damage baggage report, tracing, updating and closing AHL.
- ❖ Sending forward message of rush bags.

QUALIFICATIONS / COMPETENCIES & TRAINING SKILLS

- ✓ M. Com:
(Mumbai University– 2019)
- ✓ B. Ed:
(Mumbai University– 2015)
- ✓ Bachelor in Commerce:
(Mumbai University– 2013)
- ✓ Microsoft Office: *Proficient*
- ✓ Travel Sky (passenger check in): *highly proficient*
- ✓ Airline Courses:
All Mandatory Training have been completed.

STRENGTHS

- I can easily work in pressure.
- I feel more comfortable to work in team, which give me motivation and energy for efficient productivity and completion of the tasks.
- I am quick learner, which enable me to work with learning experience.
- Effective communication Skill

ACTIVITY AND HOBBY

- Listening Music
- Travelling
- Interacting with people

LANGUAGES

- English
- Hindi
- Marathi
- Gujrati