

KUNAL MUKHERJEE

Aviation Contact

Address

Patna, India 800001

Phone

+919060135964

E-mail

kunalmukherjee962@gmail.com

Skills

Customer service and assistance

Security station experience

Behavioral observations

Hazardous items knowledge

Surveillance

Emergency Response

Languages

Hindi

English

Bengali

OBJECTIVE

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Work History

2021 - Current

Aviation (Airport Operations & Customer Service)

- Interacted with public to give directions, explain rules and regulations and respond to inquiries.
- Responded to critical security incidents by applying standard operating procedures designed to minimize loss of life and damage.
- Reservation and ticketing : Handle customer complaints, provide appropriate solution and alternative within the time limits.

WORKED FOR : INDIGO

WORKING FOR : QATAR AIRWAYS (as CUSTOMER SERVICE AGENT)

Education

2016- 2019

Bachelor of Commerce: (Accounts Hons)

VANIJYA MAHAVIDYALAYA, PATNA UNIVERSITY, PATNA

XXXX - XXXX

Intermediate (12th)Commerce

XXXXXXX- Bihar

XXXX-XXXX

Matriculation (10th)

XXXXXX - Bihar

Certifications

Dec 2021

Certified in AVSEC

Technical Skills

- Operating System : WINDOW 10 ;
- Tools : Microsoft Excel , PowerPoint Presentation , Microsoft Word ;

Co - Curricular Activities

- Volunteered at Campus Drives
- Music Event Organizer and was one of the main stream Guitar Player.
- Involved and was an active member of National Service Scheme (NSS) and represented as good Badminton Player.