

Soumya Singh

Aviation

Contact

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Patna, India 800014

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Skills

Customer service and assistance

Security station experience

Behavioral observations

Hazardous items knowledge

Surveillance

Emergency Response

Languages

Hindi

Bhojpuri

English

French

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 , AIRASIA , QATAR AIRWAYS (as CUSTOMER SERVICE AGENT)

Education

2017 - 2019

Masters of Computer Application: Computer And Information Sciences

Banasthali University - Rajasthan

2014 - 2017

Bachelor of Computer Application: Computer

Banasthali University - Rajasthan

2013 - 2014

Intermediate (12th)Commerce

2011 - 2012

Matriculation (10th)

AN Singh H/S Ranipur - Bihar

Certifications

DEC 2021

Certified in AVSEC

JUNE 2022

Certified in SCREENER

Technical Skills

- Operating System : WINDOW 10 ;

Tools : Microsoft Excel , PowerPoint Presentation , Microsoft Word

Ticketing Software : Amadeus

Co - Curricular Activities

- Volunteered at TATA Consultancy Service and Accenture at Campus Drive
- Involved and was an active member of National Service Scheme (NSS) at Banasthali University
- Seminar Presentation on "Brain Gate" at Banasthali University