



KIRAN KURIAKOSE

Customer Support, Communication, Sales

PROFESSIONAL SUMMARY

Versatile professional with expertise in customer support, communication, sales, and travel operations. Skilled in handling airport services, travel coordination, and operational logistics to ensure seamless customer experiences. Proficient in client relationship management, problem-solving, and service excellence. Strong background in administrative support, document handling, and messenger services. Seeking a dynamic role in the GCC region to leverage expertise in customer service and operations.

WORK EXPERIENCE

OPERATIONS EXECUTIVE CUM MESSENGER (MAY 2021 -SEPT 2024) SANDY BLOOM HOSPITALITY SERVICES, DOHA

- Managed daily operational tasks, logistics, and administrative support to ensure smooth business processes.
- Coordinated document deliveries, banking transactions, and official correspondences with accuracy and efficiency.
- Assisted in travel arrangements, scheduling, and communication for staff and management.
- Maintained records, reports, and confidential documents while ensuring compliance with company policies.
- Provided excellent customer service and support, addressing inquiries and resolving issues efficiently.
- Followed safety protocols and time management strategies to complete tasks promptly and professionally.

AIRPORT SERVICE COORDINATOR (MAY 2014 - JUNE 2019) FLYDUBAI, BASRA INTERNATIONAL AIRPORT, IRAQ

- Coordinated airport operations, including passenger handling, check-in, and boarding procedures, to ensure seamless travel experiences.
- Assisted in baggage handling, security procedures, and flight documentation in compliance with aviation regulations.
- Communicated with ground staff, airlines, and immigration authorities to facilitate smooth airport services.
- Provided exceptional customer service by assisting passengers with inquiries, special requests, and flight disruptions.
- Ensured adherence to safety and operational protocols to maintain high service standards and efficiency.
- Monitored real-time flight schedules, gate assignments, and service logistics to optimize airport operations.

TRAVEL CONSULTANT (AUG 2012 - MAY 2014) CBEYOND TRAVEL SOLUTIONS, BANGALORE

- Assisted clients in planning and booking domestic and international travel, including flights, hotels, and transportation.
- Provided personalized travel recommendations based on customer preferences, budgets, and visa requirements.
- Managed travel itineraries, ticketing, and reservations using industry-standard booking systems.

CONTACT

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EDUCATION

- **BSC PHYSICS - (2012)**
Deva Matha College Paisakary
University of Kannur

CERTIFICATION

- AMADEUS Course
AMADEUS Office
Kochin 2019
- IATA - Patriot Aviation College
5 days Training in GALILIO
Software - Interglobe Bangalore
- 4 days Training in Ramp Safety -
Flydubai Head Office at Dubai

SKILLS

- Customer Service & Client
Relationship Management
- Communication & Interpersonal
Skills
- Sales & Upselling Techniques
- Airport Operations & Passenger
Handling
- Travel Booking & Itinerary Planning
- Administrative Support &
Document Management

- Problem-Solving & Conflict Resolution
- Time Management & Multitasking
- Regulatory Compliance & Safety Procedures
- Logistics & Operations Coordination

LANGUAGE

- English
- Malayalam
- Hindi

- Handled customer inquiries, resolved travel-related issues, and provided exceptional service.
- Ensured compliance with travel regulations, visa policies, and airline guidelines.
- Maintained accurate records of bookings, payments, and client preferences for seamless service.

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