

Meljo Vennookkaran Joy

+97455757417

meljo.vj@gmail.com

Matar Qadheem, Doha Qatar

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with a strong background in the aviation industry. Eager to utilize my education, professional expertise, and hands-on experience to excel in a dynamic customer service role. My objective is to consistently exceed passenger expectations, ensure a seamless travel experience, and contribute to the organization's success by upholding the highest standards of service excellence in the aviation industry.

WORK EXPERIENCE

Senior Customer Service Executive

Jan 2023 - Apr 2023

Go First Airline • Pune, India

- Supervise and mentor the customer service team, ensuring compliance with airline policies.
- Manage fast and accurate passenger check-in, including document verification and baggage handling.
- Oversee boarding gate activities, including ticketing and boarding, to ensure punctual departures.
- Provide exceptional assistance, address inquiries, and resolve issues for a seamless travel experience.

Customer Relationship Officer

Jun 2022 - Aug 2022

Axis Bank (Ques Corp) • Angamaly, India

- Obtain and process information required for the provision of services, such as opening accounts and savings plans and purchasing bonds
- Answer enquiries and resolve problems or discrepancies concerning customers' accounts
- Inform customers of available banking products and services to address their needs.

Customer Service Agent

Oct 2018 - Jan 2022

Qatar Aviation Services • Doha, Qatar

- Proficiently meet and assist PRM passengers at transfer desks, both in the arrivals and departure areas, ensuring smooth transitions between flights.

Cabin Appearance agent

Jun 2016 - Oct 2018

Qatar Aviation Services • Doha, Qatar

- Ensure the in-flight cabin is clean, organized, and aesthetically pleasing.
- Conduct thorough checks to ensure all cabin amenities and equipment are in perfect condition.
- Maintain high levels of cleanliness, disinfecting surfaces, and lavatories to ensure passenger safety.
- Monitor and restock cabin supplies to guarantee a well-prepared cabin for each flight.
- Work closely with cabin crew and ground staff to address cabin-related issues efficiently and promptly.

Front office*Apr 2014 - Jul 2014**Grand Hotel • Ernakulam, India*

- I participated in a program sponsored by the Government of India and earned a National Hospitality Skill Certificate through the “Hunar se Rozgar” initiative under the Ministry of Tourism.

EDUCATION

Diploma in aviation tourism and hospitality management*Jun 2013 - May 2014**Airawat Group • Ernakulam, India*

Introduction to Aviation Industry, Airline Operations, Tourism Management, Hospitality Management, Customer Service

HSC*Jun 2014-Apr 2015**MGM College • Ernakulam, India****SSLC****Jun 2010 - May 2011**PSHS, Thirumudikkunnu • Chalakudy, India***SKILLS**

- Familiar with Amadeus software and Skyspeed reservation system.
- Proficient in Microsoft Office Suite: MS Excel, PowerPoint, and Word.
- Strong communication skills.
- Excellent problem-solving skills.
- Effective leadership skills
- Customer Service
- Time Management
- Attention to Details
- Organizational Skills

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Tamil

MARITAL STATUS

Married