

Ashif Mondal

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Summary

I want to achieve desired goals by ways challenging job assignments, learning with peers and to grow along with the growth of the organization. Quickly learn and master new technology equally successful in both team and self- directed settings and have proficient in a range of computer systems.

Experience

CelebiNas Airport Service India Pvt Ltd | Mumbai, Maharashtra

Designation- Passenger Services Executive {designated for Singapore Airlines} | 08/2022 – Present

- Knowledge of Altea Customer Management System.
- Handling customer/ passenger queries personally on counters.
- Welcoming passengers, providing information, assisting passengers' who are disable or are travelling with small children.
- Ensure customer satisfaction levels meet industry standards, and propose mitigation action to address gaps.
- Assist passengers with inquires, ticketing, rebooking, and add on services.
- Assist passengers with check-in processes including issuing boarding passes, checking baggage, managing seat assignments.
- Perform boarding gate duties, including passengers boarding, gate announcement, and ensure on time departures.
- Meet arrival flights and assist passengers with disembarkation procedures.
- Coordinate with relevant airport authorities to ensure timely baggage deliver to the baggage claim area.

VFS Global | Mumbai, Maharashtra

Office Operation Assistant | 01/2020 - 06/2020

- China VAC process Tasks
- Document scrutiny and collection of applications for visa processing.
- Handle customer / applicant queries personally or via email, telephone.
- Record and maintain all application data.
- Ensure accurate & timely data entry into the system with zero errors.
- Ensure all administration and logistics of passport delivery to consulate/applicant etc.
- Maintain compliance to the standard operating procedures manual etc . with deviation I process.
- Inform the applicants about the available Value-Added Services and ensure delivery of Value-Added Service option to applicants/ customer.
- Ensure applicants to provide feedback on services provided and their overall experience at the application.

Krono Digital Marketing | Mumbai, Maharashtra

Telecaller | 04/2019 - 06/2019

- Conduct outbound calls to customers based on provided scripts and guidelines.
- Promote products /services, addressed customer inquiries, and resolved complaints effectively.
- Collaborate with team members to optimize calls scripts and improve overall call quality.
- Managed & update customer databases with accuracy and completeness.

Achievements

- Star of the Month Highest Enrolment of Krisflyer for the month Aug – Sep 2022.
- Awarded for 'Good handling of Singapore AIRLINES Flight Sep 2022'

Education

- **Kirti M. Doongursee College of ASC | Mumbai University | BACHELORS OF ARTS | GPI 7.66 | Mumbai, Maharashtra | 06/2022**
- **Rizvi College of ASC | Maharashtra Board | HSC (Commerce) | 51.38% | Mumbai, Maharashtra | 06/2018**
- **Victoria High School | Maharashtra Board | SSC| 60.00% | Mumbai, Maharashtra | 06/2016**

Course

Niham Institute | Diploma In Aviation & Travel Tourism Management | A+ | Mumbai, Maharashtra) | 06/2019

Skills

- Communicative
- Able to build Professional relationship
- Pliant
- Able to operate under pressure
- Time management
- Organizational skills
- Customer service

Languages

- English
- Hindi
- Bengali
- Marathi