



JITHA PAUL

CONTACT



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QUALIFICATION



BSc-IT

MUMBAI UNIVERSITY

2008

Seeking a dynamic and stimulating work environment within the aviation industry that fosters creativity and enthusiasm, while presenting challenging opportunities for continuous learning, personal growth, and professional development. Eager to secure a role where my extensive knowledge and experience can be effectively leveraged to drive the company's expansion and achievement of its strategic goals.

PROFESSIONAL PROFILE

I'm an experienced professional with over 9 years in the Airlines/Aviation Industry, known for my expertise as a Travel Industry Analyst. Currently, I'm a Senior Customer Sales & Service Agent at Emirates Airline since July 2018. Previous roles include positions at Indigo Airline, Jet Airways, and Cambata Aviation Pvt. Ltd., where I managed diverse travel operations. I excel in reservations, negotiation, and customer service, delivering high-value experiences. My skills include effective communication, problem-solving, and strong organizational abilities.

WORK EXPERIENCE

2018 - Present

EMIRATES AIRLINE

SENIOR PASSENGER EXPERIENCE SPECIALIST

Key Responsibilities:

- **Ticketing Expertise:** Skillfully issue Emirates tickets to customers while ensuring strict adherence to airline rules and regulations, all with the aim of delivering an exceptional customer experience.
- **Refunds and Re-issues:** Manage the refund process, perform fare recalculations in response to itinerary changes, and collect any necessary fees as required.
- **Quality Assurance:** Utilize effective interpersonal techniques and skills to maintain impressive Average Handling Time (AHT), After-Call Work (ACW), and service quality on each customer call.
- **Travel Requirements:** Clearly convey legal requirements concerning customers' journeys, including passport, visa, health requirements, check-in details, and timing.
- **Product Sales:** Demonstrate proficiency in selling a range of products, including LCC Flights, Hotels, Car Hire, Insurance, Marhaba services, and other miscellaneous offerings, through phone interactions with customers.
- **Revenue Maximization:** Actively contribute to Emirates' revenue growth by presenting customers with options across all products and services, including Skywards membership, Dubai stopovers, hotel bookings, and upgraded fares.
- **Continuous Improvement:** Play a proactive role in suggesting innovative ideas and providing recommendations to enhance the service quality, ultimately boosting revenue and securing Emirates' position as a market-leading airline.

SKILLS

- Effective Leadership
- Team Player
- Advanced Analytical, Planning, and Problem-Solving Skills
- Exceptional Interpersonal Communication
- Sound Judgment and Decision-Making
- Self-Motivated and Dedicated

REFERENCES

- Can be furnished upon request

2015-2017

INDIGO AIRLINE

CUSTOMER SERVICE EXECUTIVE -AOCs DEPARTMENT

Streamlined Responsibilities:

- Skillfully handle complex transactions, offering clients guidance on intricate itineraries and providing efficient travel solutions with real-time updates.
- Bring supervisory expertise to diverse corporate travel functions, including hotel reservations, e-ticketing, and boarding pass processing.
- Excel in establishing, expanding, and maintaining corporate accounts, consistently exceeding monthly sales targets.
- Act as a vital liaison between passengers and airline/airport personnel, ensuring timely communication on flight details, close-outs, stand-bys, connections, payments, ticket adjustments, and refunds.
- Maintain queue efficiency and manage VIP messages while collecting essential documents for visa processing.
- Collaborate with partner travel agencies to secure competitive pricing for clients.
- Oversee refund processes, fare recalculations, and collections following itinerary changes.
- Foster seamless coordination with the Accounts Team to ensure precise ticket billing.

2010 - 2012

JET AIRWAYS

CUSTOMER SERVICE EXECUTIVE - PASSENGER HANDLING DEPARTMENT

- Provide exceptional customer service to passengers, addressing inquiries, resolving issues, and guiding passengers to relevant airport locations like gates, baggage claim, and transportation connections.
- Manage ticket sales at the airport, including quoting fares, processing payments, and seat assignments.
- Handle baggage-related tasks, which involve checking and weighing passenger luggage, collecting baggage fees, and conducting baggage item inquiries.
- Oversee gate operations, including making necessary announcements, ensuring efficient and safe boarding and deplaning of passengers, and completing required procedures for both departing and arriving flights.

2008 - 2010

CAMBATA AVIATION PVT LTD

SUPERVISING ASSISTANT - PASSENGER HANDLING DEPARTMENT

- Oversee and coordinate flight attendant activities, assigning tasks and areas of responsibility to ensure excellent passenger service.
 - Monitor ground staff activities, assess their performance, and maintain personnel records.
 - Provide guidance by explaining and demonstrating task methods and procedures to staff.
 - Prepare evaluation reports on ground staff performance and maintain records of personnel activities.
 - Interpret company policies and practices for ground staff, ensuring compliance.
 - Keep local procedure manuals and guides up-to-date based on directives and instructions from the Manager.
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