

AQNAS BASHEER

CUSTOMER SERVICE HOST

Kerala, India | +91 7907033918 | aqnasb@gmail.com

Objective

Dynamic and customer-focused professional with expertise in airline operations and ground handling. Holding a BBA in Airline and Airport Management and IATA certification, I am proficient in Amadeus Altea and Galileo GDS. Skilled in check-in procedures, security screening, baggage handling, and ramp operations, I consistently deliver exceptional customer service. Currently serving as a Customer Service Host at Coimbatore International Airport, managing key airline operations with efficiency and precision.

Experience

Customer Service Host

Bird Airport Service, Coimbatore, Tamil Nadu
2023 – 2024

- **Streamlined Operations:** Successfully managed ground handling for airlines like Vistara, Air Arabia, and SpiceJet, ensuring punctual departures and arrivals.
- **Chartered Flight Coordination:** Collaborated with Air Traffic Control (ATC) and flight crews to oversee unscheduled flight operations.
- **Technology Expertise:** Leveraged **Amadeus Altea** and **Go Now** software to process reservations, issue tickets, and execute efficient check-in procedures for over 200 passengers daily.
- **Customer Experience:** Addressed passenger inquiries and resolved escalated complaints, achieving a 95% customer satisfaction rate.
- **Ramp Operations Leadership:** Oversaw ramp safety, baggage loading, and unloading processes, ensuring compliance with aviation standards and minimizing delays.
- **Emergency Response:** Acted as an on-ground coordinator during operational disruptions, assisting in rebooking and providing real-time updates to passengers.

Education

Diploma in Travel and Tourism (IATA)

Airocis College, Kannur, Kerala (2021 – 2022)

BBA in Airline and Airport Management

Bharathiar University, Coimbatore, Tamil Nadu (2018 – 2021)

Higher Secondary in Commerce

Govt. Town HSS, Kerala State Board (2016 – 2018)

Certification

- Passenger and Baggage Handling
- AVSEC (Aviation Security)
- Passengers with Disabilities and Reduced Mobility
- Ramp Safety and Safety Management
- Emergency Response Plan (ERP)
- Dangerous Goods (CAT 9)