

# CURRICULUM VITAE

## **SOMNATH BHATTACHARYA**

ADDRESS: 1/9, R.B.C. Road, Kolkata – 700028

CONTACT NUMBER: +91 7278872858/+91 9073111466

EMAIL ID: [ranabhattacharya89@gmail.com](mailto:ranabhattacharya89@gmail.com)

DATE OF BIRTH : 06-11-1990

MARRITAL STATUS: Married



**OBJECTIVE:** To obtain the professional experience by giving the best of my potential that will be beneficial for the organization as well as for my career growth.

## **EXPERIENCE**

**19<sup>TH</sup> JANUARY 2016 – 27<sup>TH</sup> MAY 2016**

**CUSTOMER SERRVICE AGENT, BHADRA INTERNATIONALS PVT. LTD**

My job role was to assist the passengers from check-in until boarding the aircraft as well as assist them in arrival hall.

**1<sup>ST</sup> JUNE 2016 – 13<sup>TH</sup> DECEMBER 2021**

**SENIOR SECURITY EXECUTIVE, TATA SIA AIRLINES PVT. LTD.**

My job role was to look after the safety and security of the passenger and their belongings (screening of passengers and their baggage), security of cargo consignments, access control of aircraft and security of catering, guarding of ideally parked aircraft and monitoring of daily operations in MS excel.

**15<sup>TH</sup> DECEMBER 2021 – TILL DATE**

**SENIOR EXECUTIVE-CUSTOMER RELATIONS, TATA SIA AIRLINES PVT. LTD.**

My job role is to receiving passenger's e-mails, query handling, processing of refunds, providing special medical assistance requests, meal requests, providing medical waiver and providing special offering to premium customers.

## EDUCATION

**10<sup>th</sup> Qualification:** Indira Gandhi Memorial High School (CBSE)  
% of Marks: 51.2  
Year of passing AISSE: 2006 – 2007

**10+2 Qualification:** Indira Gandhi Memorial High School (CBSE)  
% of Marks: 63  
Year of passing AISSCE: 2009 – 2010

**Graduation:** Techno India, Salt Lake, Maulana Abdul Kalam Azad University of Technology  
(Formerly known as West Bengal University of Technology)  
DGPA: 7.43  
Course: Bsc. In Media Science  
Year of passing: 2012 - 2015

## SKILLS

- Punctuality and Time management.
- Efficient in teamwork and Hardworking.
- Prioritizing important task and achieving on time.
- Improving service quality, staff cooperation and customer communication.
- Willing to help and step in to team members who are struggling.
- Able to work in a busy target driven production environment.
- Commitment to promote fair equal opportunities in the workplace at all levels.

## SOFTWARE KNOWN

- MS Word.
- MS Powerpoint
- MS EXCEL
- Photoshop
- Amadeus

## **LANGUAGES KNOWN**

English, Hindi and Bengali

## **INTERESTS**

Music, Travelling, Dance, Photo editing, Photography, Video Editing.

## **ACHIEVEMENTS & CERTIFICATION:**

- Basic AVSEC (Aviation Security)
- Screener
- Certified Dangerous Goods
- Awarded with V- Clap in 2023 for consistently delivering highest productivity along with high quality.

## **DECLARATION:**

I hereby declare that all the above information are true and as per my knowledge.



**Somnath Bhattacharya**