



# Krishanu Chatterjee

Customer Agent

I am looking forward to a job opportunity that will challenge my limits and test my potential. It should provide ample opportunities to apply the skills and experience that I have learned, while rewarding me with new challenges and experience at the same time.

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## WORK EXPERIENCE

### Customer Agent AIASL

07/2014 - Present

Kolkata, India

Achievements/Tasks

- My daily responsibilities include working together in tandem with freshers and senior officials to provide better hospitality to the passengers who board the flight. Every passenger has different needs and demands. We have to be adaptable to cater to their requirements. Besides being optimistic and friendly, we need to handle pressure and work independently.

## EDUCATION

### Master of Business Administration ( Human Resource)

Institute of Chartered Financial Analysts of India

10/2017 - 10/2019

Kolkata

Courses

- Postgraduate Diploma in HRM
- Diploma in Management
- Certificate in Business Basics

### Bachelor of Arts (English Honours)

West Bengal State University

07/2008 - 07/2011

Kolkata

Courses

- English (Major), Political Science, Mass Communication

### Indian School Certificate Examination(XII )

St. Xavier's Institution

2008

Panihati

### Indian Certificate Of Secondary Examination (X)

St. Xavier's Institution

2006

Panihati

## SKILLS

**TIME MANAGEMENT :** I handle 8 flights on an average per shift. The time of departure of one flight often coincides with that of another. Managing such situations on a routine basis have honed my skills in this regard.

**LEADERSHIP :** In aviation department, teamwork is the key to smooth operations. Coordinating all departments and getting the work done comes under my Standard Operating Procedure.

**PUNCTUALITY :** I cannot afford to let any flight get delayed. The authority shall hold me responsible if such a situation arises due to my late arrival. Being on time is an absolute necessity for me.

**TEAMWORK :** I have to work in tandem with the freshers as well as the experienced seniors. This challenging yet rewarding experience has enhanced my ability to work as a team.

## LANGUAGES

English

*Native or Bilingual Proficiency*

Bengali

*Native or Bilingual Proficiency*

Hindi

*Professional Working Proficiency*

## INTERESTS

Reading books and novels

Watching movies and documentaries.

Fitness Workout