



MS /BHAVYA KANCHAN

5 7 STAR HOTEL INDUSTRY RECEPTIONIST

INDUSTIAL AREA 2 , AJMAN, 0000, United Arab Emirates

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ABOUT ME

Dynamic Receptionist with VIP Lounge Expertise & Commerce Degree Eager to Elevate Guest Experiences at Your Airport

SKILLS

CABIN MANAGEMENT

EMERGENCY PROTOCOLS

GDS BOOKING SYSTEMS

COMMUNICATION SKILLS

GUEST-FOCUSED ATTITUDE

PASSENGER DATA MANAGEMENT

LANGUAGES

ENGLISH

HINDI

TULU

HOBBIES

MUSIC DANCING

PERSONAL DETAILS

Date of birth
29 Jan 2003

Nationality
INDIA

Visa status
VISIT VISA

Marital status
SINGLE

COURSE

AVIATION HOTEL
HOSPITAL
FRANKFIN
JAN 2023 - NOV 2024

WORK EXPERIENCE

VIP LOUNGE

INDIA
Oct 2023 - Feb 2024

Receptionist Airport

- Greeted and directed passengers to check-in counters and airport facilities.
- Managed multi-line phone system and provided information regarding flight schedules and fares.
- Checked boarding passes and passports at gate entrances ensuring security compliance.
- Maintained a clean and organized reception area to ensure a pleasant customer experience.
- Provided special assistance to passengers with disabilities or traveling with young children.
- Coordinated with airline staff to assist with boarding, delays, and gate changes.
- Processed travel documents and performed data entry for flight bookings and changes.
- Handled customer inquiries and resolved issues with professionalism and patience.

CUSTOMER SERVICE AGENT

INDIA
Dec 2024 - Sep 2025

CUSTOMER SERVICE AGENT

- Managed high-volume inbound and outbound calls with a focus on customer satisfaction.
- Resolved customer issues efficiently, ensuring a positive experience and maintaining company reputation.
- Maintained up-to-date knowledge of product and service changes to provide accurate information.
- Documented all customer interactions in CRM system for future reference and quality assurance.
- Participated in ongoing training to enhance customer service skills and product knowledge.

EDUCATION

UNIVERSITY OF MUMBAI
INDIA KARNATAKA
2024

Commerce Bachelor Degree

CHEMBUR KARNATAKA HIGH SCHOOL
INDIA KARNATAKKA
2018

SSC

- Ranked top 5% in state level

NG ACHARYA DK MARATHA COLLEGE OF SCIENCE ARTS AND COMMERCE
INDIA CHAMBUR KARNATAKA
2020

HSC Higher National Certificate

- Awarded for exceptional teamwork skills