



# KALISWARAN.T

Customer service

## Working experience

MALINDO AIR (JUN2019-OCT2019)

- GROUND HANDLING ASSISTANT
- Unload/Load Freight and Baggage
- The main duty of ground handling experts is to
- unload/load baggage and freight. Usually they have
- to work under the time pressure. At the same time,
- they need to observe great care in handling fragile
- cargo.
- Monitor Safety of the Passengers
- When passengers aboard the staircase/ramp of the
- plane it is the duty of ground handlers to ensure their
- safely and assist them courteously. Only the staff of
- an experienced and reputed Airport ground handling
- agency can do. Hence, airport companies should be
- considerate enough when looking for one.
- Sort Freight and Baggage
- Ground handlers are responsible for sorting baggage
- and freight. Their duties involve identification of the
- baggage's ultimate destination and transferring it to
- the right location. The experts must also observe the
- instructions associated with handling of the special
- cargo.
- Service the Interiors of Aircraft
- The experts need to prepare the aircraft for its next
- flight. Ground handlers must clean its interiors,
- replace commissary items and restore the lavatories.
- Airport ground handling services ease out the burden
- of airlines to a great extent.

'Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.'



### Talents & Skills

- -RISE Leadership workshop -Bengkel
- pemantapan kepemimpinan - Kejohanan trek
- Dan padang ke-14 peringkat sekolah -
- Quarter master - Minggu teknik Dan
- 
- vokasional - Kejohanan merentas desa ke-
- 12 -Ketua tingkatan 6 semester 1
- usahawan -Microsoft next gen XLR8



### Contact Information

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## 1 MILLENNIUM INTERNATIONAL (MAHB) (13FEB2020-15JAN2021)

### CUSTOMER SERVICE- AIRPORTS CARE AMBASSADOR(ACA)

Human touch remains important as we work continuously to provide Joyful Malaysian Experience to airport users. Airport CARE Ambassadors, who are part of our Customer Experience team will serve as a front line ambassador at our terminals, roadways and parking office, by actively engaging with customers to provide assistance with wayfinding and helping with their luggage's and wheelchairs.

Airport CARE Ambassadors are stationed at information counters and several critical touchpoints along the passenger journey throughout the airport. They are able to assist you with queries regarding flight information, departure and arrival services, airport facilities, commercial outlets and many more. You can also seek their help if you require emergency medical assistance.

### SCICOM (MAB-CALL CENTER(01march2021-3dec2021)

- Answering all inbound call regarding existing booking, fresh booking, redemptions and general inquiries
- handle customers with empathy while the pax is under frustration and make pax happy with a good solutions
- Managed and collected information regarding airline bookings and resolved customer's consent.
- try to accomplish self targets for each calls for speedy and quality.
- doing outbound calls for enrich bookings such as redemption on MH preferred, Oneworld bookings, points enquiries, explain on latest updates for enrich holders.

### SCICOM MAB TRAINER-(MALAYSIA AIRLINES)(3dec2021-Till Now)

- When become a project trainer, am able to get the ability to bring good into people's lives such as introduce the product, giving assignments, doing exams do that can understand their capability.
- Progress Reporting
- Communicate effectively internally and externally to inform and resolve any issues that may occur and provide timely accurate feedback
- Lead a team of employees effectively to ensure the client's and company's objectives are exceeded.

### EDUCATION

SPM:SMK BANDAR PUCHONG  
JAYA(B)

- 2 C+, 2C, 1B, 2B+, 1D, 2E

### HIGHER EDUCATION

EDUFLY COLLEGE  
PROFESSIONAL CERT FOR CABIN  
CREW