



Soni Singh

Customer Service / Duty Manager

I like problem solving and would like to take on new challenges.

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📞 9911296915

EDUCATION

Bachelor's Degree in Arts Lucknow University

01/2003 - 04/2006

Lucknow

WORK EXPERIENCE

Duty Manager Indo Thai Airport Management System

05/2018 - Present

Lucknow

Achievements/Tasks

- Conducting Training to new hires Soft Skill, Basic Airport Handling & Grooming.
- Certified Trainer of Human Factor, Safety Management system & Ramp Safety from AVA Port.
- Refreshers Daily briefings to keep the team motivated
- Competent in handling passenger related travel crisis like flight cancellation, technical delays and gate no show of passenger.

Quality Auditor PayU India

09/2015 - 04/2018

Gurgaon

Achievements/Tasks

- Quality control checks for emails and calls as per SOPs (3% to vintage users and 8-10% for new joiners).
- Maintaining daily/weekly/monthly quality dashboards for management in order to showcase the performance.
- Pareto Analysis and advising process improvement.

Flight Coordinator Cambata Aviation , Terminal 1 & 3

01/2007 - 08/2015

New Delhi

Achievements/Tasks

- Rendering facilitation and passenger service to Airlines like Air Canada, British Airways, Virgin Atlantic, Qatar Airway, Cathay Pacific and Gulf Air

SKILLS

Onboarding

Grooming Sessions

Certified Trainer of Human Factor

Operations Management

Process Improvement

Customer Service

Handling escalations

ORGANIZATIONS

Indo Thai Airport Management System , Lucknow

PayU India

Cambata Aviation , Terminal 1 & 3

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Music

Travelling