

CHINCHU SUNDARAMMAL

Airline Customer Success Manager

Results-driven and seasoned Airline Customer Success Manager with over 11 years of distinguished experience in reputable organizations within the aviation industry. Proven success in elevating customer satisfaction, fostering long-term partnerships, and contributing to revenue growth. Eager to bring my expertise to a dynamic role that values excellence in customer relations.



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📞 +91 8089 271 176

📍 Dubai, UAE

📅 18 August, 1988

WORK EXPERIENCE

Travel Consultant / Tele Sales Agent Arabian Travel Agency - Air India (Express) Limited

07/11/2022 - 02/11/2024 Sharjah Emirate, UAE

*Arabian Travel is one of the oldest and best travel agency in UAE/
Airindia GSA | UAE Visit Visa | Flight Tickets*

- Answer phone calls and deal with customer flight inquiries, booking tickets, handling complaints and resolve the issue as quickly as possible.
- Provide customer service and technical support to address customer inquiries, complaints and feedback.
- Developed and maintained strong relationship with customer to ensure a positive customer experience.
- Assisting walking passengers at the counter.
- Handling different travel agencies with their queries.
- Ticket issuance to the passengers.

Travel Consultant / Customer Service Associate Air Arabia

05/2013 - 01/2020 Sharjah Emirate, UAE

(Under The Payroll of COZMO TRAVELS)

- Provided travel advice to clients and assisted with travel bookings for over 10 years as a Travel Consultant.
- Responded to customer inquiries in a timely and professional manner.
- Created travel documents such as tickets and visas for clients.
- Assisting clients in making travel arrangements such as flights, hotel accommodation and transportation.
- Providing information and advice on visa requirements, travel insurance and alternative destinations.
- Researching and booking travel packages or customized itineraries based on customer preference.
- Handling inquiries and resolving customer issues or complaints during the travel process.

EDUCATION

DIPLOMA IN HIGHER EDUCATION - AVIATION INDUSTRY - Asian Airline Academy, Trivandrum, INDIA (2010)

Airline and Airport Ground Handling Management

Course Content :

Airport and Airline Ground Handling Management Foundations of Tourism. Management of Travel and Tourism. Strategic Tourism and Hospitality Management. Tourism and Hospitality Marketing

SKILLS

Communication

Problem Solving

Multitasking

Cultural Sensitivity

Time Management

Adaptability

Regulatory Knowledge(Airline Industry)

Technical Proficiency

Attention to Detail

Sales

Customer Service

CERTIFICATES

IATA Basic Airside Safety Online Course

International Air Transport Association

Certificate of Cadetship

International Air Transport Association

- Secured A grade**

LANGUAGES

English

Full Professional Proficiency

Hindi

Professional Working Proficiency

Tamil

Professional Working Proficiency

Malayalam

Native or Bilingual Proficiency

INTERESTS

Travel

Cultural Exchange

Aviation Enthusiast

Languages

Community Service