



# PRERNA RAZDAN

Customer Service Executive

## CONTACT

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## PROFILE

A dependable and energetic individual with an ability to boost the level of customer satisfaction through delivery of superb customer services and demonstration of safety and comfort protocols.

## CORE COMPETENCIES

- Able to work efficiently in a team environment
- Good communicator; demonstrated ability to communicate with people from a variety of cultures
- Responsible, realistic and dependable
- Customer-focused approach

## PROFESSIONAL EXPERIENCE

### CUSTOMER SERVICE EXECUTIVE

IndiGo (InterGlobe Aviation Ltd.) | May 2019 - as on date

To carry out safe and secure on time operations in accordance with the ground operations manual and all applicable procedures. Assist customers through all procedures related to arrivals & departures in the following activities:

- Meet & Assist (Guest Relations)
- Departures
- Arrivals
- Post flight departure
- Reservations & Ticketing

## EDUCATION

### GRADUATION

BA Prog. University of Delhi

### PROFESSIONAL

Diploma in Web Designing & Animation  
LBSTC, New Delhi

### SENIOR & HIGHER SECONDARY

Spring Meadows Public School  
New Delhi

### TECHNICAL PROFICIENCY

Microsoft Word, Office, PowerPoint and Excel, C++ ,Animation

### EXTRA-CURRICULAR ACHIEVEMENTS/ACTIVITIES

Events, sports, travel and music

### ADDITIONAL STRENGTHS

- Multilingual: Fluent in English and Hindi
- Excellent written and verbal communication skills
- Current International Passport holder

Superior professional references available.