



ANISH SHARMA



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75

SKILLS

INTERPERSONAL SKILLS

LANGUAGES

ENGLISH

Professional Working Proficiency

HINDI

Professional Working Proficiency

PUNJABI

Professional Working Proficiency

INTERESTS

SINGING

EDUCATION

SSC

BHAVANS SL PUBLIC SCHOOL

04/2014 - 04/2015,

Courses

- COMPLETED MY SSC WITH 70%

AMRITSAR, PUNJAB, INDIA

HSC

BHAVANS SL PUBLIC SCHOOL

04/2016 - 04/2017,

Courses

- COMMERCE WITH MATHS WITH 65%

AMRITSAR, PUNJAB, INDIA

GRADUATION

GLOBAL INSTITUTE OF MANAGEMENT

08/2017 - 06/2020,

Courses

- BS.C AIRLINES TOURISM AND HOSPITALITY
MANAGEMENT WITH CONSISTENT 7 CGPA
IN ALL THE SEMESTERS

AMRITSAR, PUNJAB, INDIA

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

SRI GURU RAM DAS JI INTERNATIONAL AIRPORT

09/2019 - 03/2020,

AMRITSAR, PUNJAB, INDIA

THE NAME OF THE COMPANY WAS INDO THAI AIRPORT MANAGEMENT SERVICE PVT. LTD.

Achievements/ Tasks

- TICKETING IN NAVITARE SOFTWARE
- FLIGHT HANDLING
- CUSTOMER DEALING IN ALL SITUATIONS

BARISTA

TATA STARBUCKS

10/2020 - 03/2022

AMRITSAR, PUNJAB, INDIA

Starbucks is a retailer of coffee which operates in approximately 83 markets around the world. The Company also sells goods and services under various brands, including Teavana, Seattle's Best Coffee, Starbucks Reserve.

Achievements/ Tasks

- CUSTOMER DEALING
- MAKING BEVERAGES AND COFFEES
- MAKING EVERY CUSTOMER FEEL SPECIAL
- REGULAR COFFEE TASTING
- I ALSO HAVE 8 MONTHS (FROM MAY TO DECEMBER) CUSTOMER
EXPERIENCE IN TIM HORTONS COFFEE CHAIN

CERTIFICATES

AMADEUS SOFTWARE (06/2018 - 07/2018)

DID MY 2 MONTHS COURSE WITH SAHARA TRAVELS WHERE I DID A COURSE AND LEARNT ABOUT THE SOFTWARE AMADEUS.