



# ATHIRA B NAIR

## CONTACT

+91 7736898966

athiraaathi93@gmail.com

linkedin.com /in/athira-bnair-05a579229

HOUSE NO:3,SFS CITY  
VILLAS ,THIRUMALA  
P.O,TRIVANDRUM,KERALA,  
PIN-695006

## EDUCATION

### SIVAJI COLLEGE OF ENGINEERING AND TECHNOLOGY,TAMIL NADU, INDIA.

BACHELOR OF ENGINEERING IN  
ELECTRONICS AND COMMUNICATION  
ENGINEERING - 2012-2016

Classification: First Class with Distinction  
CGPA: 8.51/10

### HIGHER SECONDARY EXAMINATION

GMGHSS PATTOM,  
TRIVANDRUM,KERALA,INDIA.  
Percentage: 88.5%

## LANGUAGES

MALAYALAM - Native  
ENGLISH  
HINDI  
TAMIL

## PROFILE

Experienced office management and administrative professional with 3 years of experience optimizing productivity, efficiency, and service quality across various environments.

Skilled administrative manager, able to efficiently supervise administrative activities and personnel within busy office environments. A mentoring leader is committed to the orchestration of work according to team member attributes.

## WORK EXPERIENCE

### AIR INDIA SATS PRIVATE LIMITED

CUSTOMER SERVICE EXECUTIVE - From 04/05/2022-07/06/2023

- Verifying and inspecting passenger documentation.
- Relevant experience in Mishandled Baggage Assistance; knowledge in using World Tracer.
- Making public address announcements whenever required.
- Address and resolve escalated customer concerns and queries.
- Assist customers with special needs.
- Maintain high standards of security and services at the airport.
- Check-in process and issuing of boarding passes.

### YAMUNA TRAVELS

MANAGER - 08/2019-04/2022

- Database and management.
- Organizing office administration and procedures.
- Assigning and monitoring clerical functions.
- Ensuring security, integrity, and confidentiality of data.
- Customer liaison and support.

## CERTIFICATIONS & TRAININGS

- Passenger & Baggage handling training.
- DCS check-in system training.
- Ramp safety training.
- Dangerous Goods and Regulations.
- SMS - Safety management system.