

## **Key Skill Sets**

- Excellent Communication skills and ability to coordinate between diverse activities, people, and workgroups.
- Focused teamwork approach, highly effective organizational and interpersonal skills.
- A motivated self-starter can work independently or lead a team to achieve organizational goals.
- Excellent Managerial qualities such as Communication, Problem solving, Leadership, Delegation, Conflict resolution and Decision making.

## **Employment History**

### **Securitas Transport Aviation Security Ltd. (STAS), NS, December 2022 - March 2023: Pre Board Screening Officer**

As a Pre Board Screening Officer my responsibility was to ensure airport checkpoint security by ensuring that the pre-board screening of passengers, non-passengers etc are conducted in an efficient and friendly manner.

#### **Detailed responsibilities:**

- Be people and customer service oriented, have an ability to communicate effectively during a crisis situation and deal with passengers in a professional manner.
- Screen passengers and their baggage using hand-held metal detectors and/or manual search to ensure no prohibited items enter the secure area.
- Monitor the flow of passengers through the checkpoint to ensure efficiency.
- Test baggage for any explosive materials, using equipment such as explosive detection machines or chemical swab systems.
- Report all incidents and/or breaches using established communication channels.
- Follow aviation regulations and standard operating procedures.
- Verify passenger boarding passes to ensure validity.

### **Firkin and Flyer, NS, October 2022 - October 2022: Cook**

Worked as a Cook in an airport based restaurant.

### **Strategic Aviation Services Ltd., NS, Canada July 2022 - September 2022: Customer Service Agent**

Job profile entailed check-in passengers for flights at the ticket counter, assign seats, issue boarding passes and verify passenger identification and travel documents. Also responsible for weighing and tagging passenger bags to correct destinations, charging for bag tags, boarding passengers onto flights, assisting passengers with special needs and issuing coupons for hotel, meals and transportation in case of any irregular operations (IRROPS).

### **Beaver Bank Station, Halifax, NS April 2022 - May 2022: Cook**

Worked as a cook in one of the famous family owned restaurants.

### **HGS Canada Dartmouth, NS, Canada March 2022 – April 2022: Customer Relations Associate.**

Job responsibilities included promoting product offerings of the company and attending to customers' grievances resulting in providing a solution to their problems either by upgrading the service offerings or by escalating the problem to the concerned department, thereby retaining the client.

### **Irving Enfield Big Stop, Enfield, NS November 2019 - February 2022: Cook**

Worked for one of the renowned restaurants in Halifax Regional Municipality (HRM) as a full-time cook.

**Boston Pizza, Antigonish, NS July 2019 - October 2019: Cook**

Worked as a cook in one of the leading chain of restaurants.

**Max Life Insurance Co. Ltd., Gurgaon. June 2007 - December 2023 Agency Associate / Financial Advisor.** Certified by the Insurance Regulatory and Development Authority (IRDA) of India.

In my role as an Agency Associate Financial Advisor my key responsibility is to:

- Generate new business through prospecting activities (over the telephone and in-person);
- Promoting new products and new solutions to clients;
- Developing and maintaining relations with centers of influence and networks of clients;
- Actively participating in relevant Marketing events and community events and capitalizing on the leads generated from these events;

**Educational Background**

- Diploma in International & Domestic Reservations from Training Institute of Travel Trade, Delhi - 1995
- Bachelor of Commerce from Osmania University - 1991

**Certifications/Licenses**

Certified Life Insurance Agent as approved by Insurance Regulatory and Development Authority (IRDA), India.

**Other Details**

Attended seminars on Finance to Finance Managers, Customer Services & Sales and have been trained in giving effective presentations.