

RAINART MOSES



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SKILLS

Trained for Amadeus System
Trained for Amadeus System, flight operations,
and World-tracer knowledge, Sita
System

Trained with ALTEA

Trained with Adobe Photoshop

Basic computer skills



INTERESTS

Travelling, playing outdoor and indoor
game, exploring and visiting new
places



LANGUAGES

English, Hindi, Gujarati



OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization.



EXPERIENCE

Passenger Service Executive(PSE)

09 November 2021 - 30th January 2023

Bird Worldwide Flight Service

Handling check-in-counter (Amadeus Aleta) and
Boarding Gate and Arrivals, Transit, Maas.

- Handling passenger during delay flights/cancellation.
- In the arrival/ departure coordinate for clearance.
- Great communication with passenger's and staff, maintaining higher level of passenger service.
- Coordinating with airport authority and ensuring that the passenger get the required service requested.
- Managing proper queue at the check-in Counter's.
- Checking passenger travel documents thoroughly at the boarding gate before boarding the passenger, make sure proper sequential wise boarding.
- Prepare all necessary documents for the flight like manifest, maas form, crew handover etc.
- Implementation of safety procedures while monitoring the hand luggage.
- Retrieving handbags of passenger if flights full.
- Performing Gate-No-Show(GNS) drill.
- Maintaining on-time performance for all departures.
- Certified for door opening of Airbus(320-321).
- At arrival make sure of transit/transfer passengers.
- At check-in Counter's make sure provide smooth check-in with good communication and service.

- Manually boarding/arrival of the passenger in case system failure.
- Coordinating for turnaround flights.
- Did flight on time with shortage of staff, many time did double shift/overtime to provide help in operations.
- Maintaining good communication with other departments like immigration, customs, CISF and mial etc.
- Handled the claim passenger if their baggage is damaged or not they have not received their baggage at the arrival belts.
- Making DPR or AHL(tracing/non-tracing) of the baggage which are claimed or any passenger comes to claim.
- Maintaining high level of customer service keeping safety procedures first.



EDUCATION

HSC

2015

Seventh Day Adventist Higher Secondary School

46%



ACHIEVEMENTS & AWARDS

Completed professional course of aviation in Ground Staff and Travel Management course from Aerostar Aviation Academy