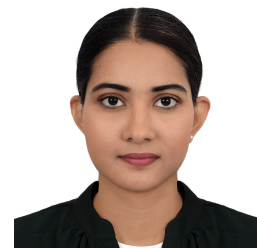


SURYA RAMALINGAM

✉ suryarama.edu@gmail.com

☎ 052 303 6019

📍 Hor Al Anz, Dubai, UAE



OBJECTIVE

Multi-faceted, efficient, and reliable professional with 9+ years of experience supporting business intends to enhance my professional skills in a dynamic workplace.

EXPERIENCE

Nov 2022 -
Current

Customer Service Agent

Dnata, UAE

Roles & Responsibilities

Providing passengers with excellent service at departure, arrival, check-in, boarding gates and ramp.

Providing all necessary action as per standard operating procedure in means of greeting passengers, asking required information before check-in, weighing luggage, assigning seat, following airline briefings and providing necessary information to passengers regarding the boarding gate, boarding time, etc.

Carrying out relevant document checks in check in and boarding as required.

Ensuring company policies, responsibilities are upheld.

Maintaining the highest standards of safety and security at work.

July 2017 -
July 2022

Admin Officer

Techno Steel Construction LLC, Dubai, UAE

Roles & Responsibilities

Managed daily activities of office as well as project sites

Served as liaison between different company departments including HR, accounts, estimation, purchase, IT and legal.

Organized interviews for various positions related to Building construction.

Acquired necessary company certificates, permits and processed renewals.

Managed company attendance software and GPS tracking system.

Organized Meetings internally and with other stakeholders.

Coordinated ISO internal audits.

2016 - 2017

Soft Skill Trainer

Kalasalingam University, Tamil Nadu, India

Trained university students in English Communication, Interview Skills and personality development.

Planned and conducted activities to improve students' Communication, leadership skills

Organized intercollegiate meets

Prepared online assessments for various level of school and college students.

2015 - 2016

Junior Business Consultant

Vibha Business Consultancy, Tamil Nadu, India

Worked as a coordinator in 5S Management process for a client based on textile manufacturing.

Worked as a sales coordinator for a building materials trading company, FMCG products, Automobile, training institutions and Colleges.

Prepared Business plan for various startups.

Coordinated internal meetings.

Organized team building events for office staffs.

EDUCATION

2014 - 2016

Master of Business Administration in HR & Finance

M.Kumarasamy College of Engineering, Tamil Nadu, India

First Class

2013 - 2014

Bachelor of Education

Jairam College of Education, Tamil Nadu University, India

First Class with Distinction

2010 - 2013

Bachelor of Arts in English with Computer Applications

Vivekananda Arts and Science College for Women, Periyar University, Tamil Nadu, India

First Class with A++ Grade

2010

12th Grade

Kongu Higher Secondary School, P.Velur, Namakkal, TN, India

79%

2008

10th Grade

Vivekanandha Higher Secondary School, Namakkal, TN, India

First Class

SKILLS

Customer Service

Effective Communication

MS Office proficiency

Upselling

PERSONAL DETAILS

Date of Birth : 04/09/1992

Marital Status : Married

Nationality : Indian

Gender : Female

Visa Status : Residence visa valid till 16/10/2026

Language known : Tamil - Native, English - Fluent, Hindi, Mandarin, Arabic - Beginner