

## **SURAPARAJU MOHAN**

Mobile : +91 9441987065

<mailto:suraparajumohan@gmail.com>

### **Career Objective**

To work in Tandem with a team in a challenging and competitive environment where I could improve my knowledge , capabilities and put them to use for development .

### **Work Experience**

- **Customer Service Executive in Brandmidas Hospitality and Aviation Services Pvt Ltd** (April2018 –Aug2019)
  - Dealing with passenger enquiries about flight departures and arrivals.
  - Taking care of passenger with special needs and unaccompanied minor.
  - Calming and reassuring nervous passenger.
  - Identifying passenger needs and clarifying information.
- **Process Associate in Interglobe Technologies** (Aug2017-Jan2018)
  - I know how to handle usual passenger issues (Reservation ,Reschedule, Cancellation, MHB, No show passengers , etc) over call.
  - Excellent at customer service orientation, effective communicator.
  - Achieved BEST PERFORMER AWARD with my work .

### **Academic Qualifications**

- **Bachelor of Technology in Aeronautical Engineering (JNTUA)**  
Siddartha Institute of Science And Technology, Tirupati. June2016
- **Intermediate (AP Board)**  
Sri Chaitanya junior College, Tirupati. May2012
- **High School (CBSE)**  
Kendriya Vidyalaya No.1, Tirupati. May2010

## Technical Skill

- Programming Languages : **Salesforce, Apex, Visualforce, Force.com, Lightning, C and Basics of JS, HTML, CSS .**
- **MS-Office**
- **Trailhead URL:** [trailblazer.me/id/mohan59](https://trailblazer.me/id/mohan59)

## Skills

- Good Communication Skills.
- Good analytical and problem solving skills.
- Vibrant team player and fast learner, ability to perform well in group activity.
- Adaptable to different work conditions
- Ability to work cohesively in a team environment.

## Hobbies

- Playing Sports
- Travelling and exploring
- Listening to Music
- Surfing the internet

## Personal Information

Name : Suraparaju Mohan  
Gender : Male  
Date of Birth : 02/10/1994  
Nationality : Indian  
Marital Status : Single  
Passport No : P3035336  
Languages Known : English , Hindi , Telugu, Tamil  
Address : Plot No 313, Vasundhara Nagar ,  
Near Weekly Santa ,  
Renigunta-517520,  
Andhra Pradesh.

I hereby declare that all the above mentioned information's are true to the best of my knowledge and belief.

Date :

Place :

SURAPARAJU MOHAN

