

# KARISHMA SINGH



## Personal

- Address**  
Marina, Dubai  
Dubai
- Phone number**  
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- Email**  
karis2406@yahoo.com
- Date of birth**  
24-06-1989
- Gender**  
Female
- Nationality**  
Indian
- Marital status**  
Single
- LinkedIn**  
<http://linkedin.com/in/karishma-singh-a850a9101>

## Interests

- Swimming
- Traveling
- Music

## Languages

- English ● ● ● ● ●
- Hindi ● ● ● ● ●

A customer focused professional with qualitative success in delivering optimal results with an objective to demonstrate my worth by working to the best of my abilities and contribute effectively to the organization with which I am associated. An effective communicator with excellent problem solving ability & urge to learn new things.

## Work experience

**Immigration Consultant** Jan 2021 - Present  
Canopee Global, Dubai

Make outbound calls to customer and verify their interest in migrating to countries like Canada, Australia & New Zealand.  
Conduct face to face or zoom video call meetings to educate them on the migration process and Benefits of Permanent Residence (PR).  
Prepare Client Agreements and Reports  
Coordinate with clients and guide them through out the migration process.  
Coordinate with lawyers to take updates and suggestions

**Portfolio Manager** Jul 2020 - Dec 2020  
Square Yards Real Estate, Dubai

Make outbound calls to customer and understand their needs and requirements for properties. Attract investors to invest and offer best of the properties.  
Conduct face to face or zoom video call meetings to build rapport and offer options  
Coordinate with developers to provide the best suitable options for customer and plan site visit to show the property

**Senior Cabin Attendant** Dec 2014 - Jun 2019  
INDIGO Interglobe Airlines, Pune, Bangalore and Delhi in India

A professional flight attendant who is customer focused and passionate about providing world class service during all aspect of flight. Proven leadership skills with attention to details.

- Attend pre-flight meetings to review details of flight and emergency evacuation procedures, and discuss potential issues and solutions.
- Welcoming passenger during boarding process, checking tickets, help them finding seats; assisting on stowing carry-on luggage.
- Checking on board emergency equipment and first aid kits to ensure proper functionality; assist with emergency situation during flight.
- Educating passenger on procedures, maintaining safe conditions in cabin, and helping passenger when necessary.
- Providing customer service in the form of answering questions, offering blankets and pillows for passengers comfort, answering passenger questions regarding flight and making sure passenger are secure and satisfied.
- Demonstrating use of emergency and safety equipment's; ensuring are fastened during takeoff, landing and turbulence.
- Serving and selling snacks, beverages and meals; coordinating meals for passengers with dietary restriction.
- Managing problems within the cabin to ensure the comfort and the safety of the passenger within the entire length of the flight.
- Taking inventory of food items, alcoholic and non- alcoholic beverages, headsets and sale transaction prior takeoff and landing; other supplies as needed.

**Assistant Manager Training Development** Feb 2007 - Dec 2014  
WNS Global Pvt. Ltd, Pune, India

- Customer Service Agent - To answer all the inbound calls and help customers in regards to booking, changing, cancelling their reservations with all the major airlines (DL, AA, UA, LH etc).
- Senior Executive - To answer all the escalated calls wherein customer requests for a Supervisor or threatens to post negative remarks on social media.
- Team Coach- To handle OJT (On Job Training) employees in order to

improve their call statistics, customer satisfaction & communication skills.

- Quality Assurance – To evaluate and listen to call recordings of agents and provide feedback on weekly basis.
- Assistant Manager (Operations and Customer Satisfaction) - To manage teams and improve their overall performance and productivity. Also, to conduct trainings and activities which includes topics such as “how to be soft spoken, objection handling & how to handle irate customers”

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## Education and Qualifications

<b>Bachelors of Commerce</b> William Carey University, Shilliong Grade - 60%	Apr 2006 - May 2009
<b>Higher Secondary School</b> Kendriya Vidyalaya School, CBSE, PUNE Computer science	Apr 2005 - May 2006

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## Skills

Sales Management	● ● ● ● ●
Customer Service	● ● ● ● ●
Microsoft Excel	● ● ● ● ●
Microsoft Word	● ● ● ● ●
People Management	● ● ● ● ●

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## Courses

<b>Personality Development</b> Institute Of Public Speaking - IPS English Communication and Personality Development	Sep 2007 - Feb 2008
<b>Six Sigma</b> WNS Global Implemented White Belt Project on Quality Assurance	Sep 2013 - Nov 2013

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## Achievements

Awards and Recognitions In WNS Global

1. Star of the Month - September 2010
2. Shining Star - January 2011
3. Polaris Star - January to March 2012
4. Polaris Star - July to September 2012
5. Polaris Star - January to March 2013
6. Best Supervisor Award - March 2014

Best Grooming Award - INDIGO Airlines

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## Custom section

VISA Types  
US B1/B2 VISA  
UAE Employment Visa