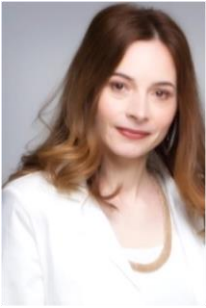


Ana M. Ivanova

Email: anahinkova@gmail.com Telephone: 07938 026267



Personal Profile

Highly experienced and reliable Customer Service professional (Head Concierge) with a first-class work ethic alongside passion for and experience in Aviation. Skilled in interacting with the public and committed to delivering customer satisfaction, I have a track record of providing logical and practical solutions in a calm and focused manner. Extremely dedicated and self-motivated, I am currently studying for an Airline, Airport and Aviation Management degree, in parallel with a full-time job. Seeking a position in the Aviation Industry where I can use these strengths to add value and further develop and enhance my career.

Key Skills

- Customer Service: over 15 years' experience of providing excellent customer service, proactively meeting individual needs and expectations
- Experienced "On the Job Trainer" OJT (Ambassador; GDPR trained) - experience in training new starters
- Multi lingual: I am fluent in English and Bulgarian and I also communicate well in Greek, Turkish and Russian.
- IT: Good working knowledge of Amadeus; Microsoft Office software (Word, Excel, Power Point, Outlook)
- Confident user of Customer Relationship tools, such as "Zendesk" to manage email chains
- Experienced in working in a fast-paced environment – show flexibility in response to changing business priorities

Professional Experience

Customer Service Co-Ordinator & ID Centre Officer London City Airport (Sept 2017-To date)

Duties and responsibilities:

- Positively responding to client enquiries, providing flight and tourist information through various channels including emails and social media, using clear and concise messaging on the public address system
- Operating the busy airport switchboard – efficiently directing calls to the appropriate colleagues and establishing conference calls; also, first response to the Emergency Crash phones & Fire Panel activations
- Training new starters, providing guidance and support, communicating key messages with clarity
- Organising the shift Rota, assisting in the production of the end of day reports
- Maintaining of accurate records including logging of communications and lost property
- Processing cash and card payment transactions
- Controlling and divesting Immigration and Passport Control queues
- Making public address (Tannoy) announcements – Delayed / Cancelled Flights; Passenger Name calls
- ID Centre officer duties include: issuing and approving of all Landside and Airside Security Passes, handling sensitive/confidential data

Achievements:

- Was promoted to an OJT (On the Job Trainer) to train new CSCs, within a few months of joining the company
- Was promoted to a step -up role for the ID Centre at LCY, within a year
- Was selected as a Social Media Ambassador responsible for training colleagues

Customer Service Manager/Head Concierge "AirPortr Ltd"- LCY (Nov 2015 –Aug 2017)

- Managing the delivery of consistently high-quality service; liaising effectively with colleagues in Operations and Logistics and supporting my team to successfully promote the business
- Conducting monthly performance/probation reviews- monitoring performance against organisational goals
- Managing client's bookings for hotels and luggage transfer, accurately handling confidential data
- Managing new trainees, from initial shadowing to final sign off
- Updating & maintaining rosters; submitting weekly/monthly reports
- Approving and updating personnel records (leave, sickness and overtime), creating logins for new starters
- Providing a professional telephone service to customers and commercial partners

Achievement:

- Was promoted to a Customer Service Manager role within six months of joining the company

Education

BSc (Hons) Airline, Airport and Aviation Management- London Metropolitan University	Sep 2019-to date
Galileo Comp. Reservation System - Greenwich School of Management (GSM)	Nov 2013
Virgin Atlantic Air Fares and Ticketing (L2)-Greenwich School of Management (GSM)	Aug 2013
Virgin Atlantic Air Fares and Ticketing (L1) - Waltham Forest College	Jun 2013
Vocational School of Economics – Bulgaria	May 1995

Training

ICT Systems & Principles (CECOS) - Level 2 Diploma	Mar 2019
IT Level 1 & Level 2 – Microsoft Word, Excel, Power Point	Jun 2016
BA “General Sec. Awareness Training”; / BA - “Business Integrity”	Aug 2017
BA “In Safe Hands”; / BA- “Dangerous Goods”	Aug 2017
BA “Ground Security and Disruptive Passengers”; BA “Flyability”; BA “Triple AAA”	Aug 2017
GDPR Staff Awareness Course	Sep 2019
NCFE Equality and Diversity - Level 2	Mar 2014
NCFE Customer Service - Level 2	Jun 2013
IOSH- Health & Safety Risk Assessment Training	Jan 2020
Family First Aid Course	Mar 2013
Mental Health First Aid	Mar 2019

Hobbies & Interest

I am a member of the Royal Aeronautical Society and attend a variety of events regularly.
I love travelling, swimming, reading and learning new skills.

Referees

Available upon request.