Ana M. Ivanova

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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

Reservation Agent

This was a 6 months fixed contract (Maternity cover)

- Confident user of Amadeus to process reservations (upgrades, date changes...) •
- Handling enquiries from clients and business partners in person, by telephone, email and post

"EVA AIRWAYS" - London/Euston

- Arranging Hotel accommodation for connecting flights
- **Dealing with Frequent Flyer requests**
- Handle special request (seats, meals, wheelchair requests, unaccompanied minor

Passenger Service Agent

I joined the company for a brief time only, as I was offered another position later. I held a full airside pass for LCY. My duties included:

- Staffing the check- in desk, monitoring baggage allowance and ensuring that visa requirements were met
- Hosting

Customer Service Agent

- Demonstrated exceptional interpersonal skills, promoted to team leader within the first few months
- Assisted passengers with the self-check in process, providing general information about airport facilities

"Blackjack Promotions"- LCY

Controlled passenger flow during busy periods, maintaining awareness of security risks and adhering to Health and Safety regulations

Promotions Consultant "Blackjack Promotions"- WDF Shop (Mar 2014 – June 2014)

Engaging with the public to actively promote company products, successfully reaching weekly sales targets

Passenger Ambassador

I was part of the team assisting and delivering Familiarisation and Induction Training for new staff prior to the opening of the new Terminal 2 building and I held a full airside pass for Heathrow Airport.

- Meeting and greeting the Delegates (Including Airline staff, MET Police, Fire Brigade, Retail Staff). •
- Assisting the Trainer on the tour with the group, around the Terminal.
- Providing the Delegates with a Questionnaire (on Tablets or paper booklet) and offer refreshments

Receptionist-Voluntary work

I decided to volunteer because it is a great opportunity to be in service to the public and at the same time is a unique way to gain experience.

Citizens Advice Bureau-Loughton

My duties included:

Handling client enquiries in person and by phone, creating accounts on the CRM system

Self - Employed

Chef's-Assistant

Sea Resort Restaurant – Cyprus

(Mar2005- Apr 2007)

(Jul 2007 - Feb 2014)

(Jan 2014 - June 2014)

(Jan 2014-June 2014)

Heathrow Airport-Terminal 2

(Feb 2015- Mar 2015)

(Oct 2014-Dec 2014)

British Airways – LCY

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.