I am a qualified Customer Service Agent/ Passanger Ground Handling and would like to fulfill my dream and pursue a career in Aviation.. I have a Diploma in Public Administration, which I did my in service training and completed it. I also did my certificates in aviation which are, training in GDS Systems and Galileo Computer Programme, Passanger Ground Handling Programme, Dangerous Goods, Hotel Bookings as well as , Creating a Booking File, Amend and Enhance Booking Files etc.

My work experience, I’ve worked as a Data Collector  at Epicenter Health Research and also worked as a Customer Service Agent  at Ikapadata Pty Ltd.  Working in these organizations helped me gain more knowledge about customer service and how to interact and earn customer’s trust. Also able to provide excellent sales and service with a can do attitude. I believe I am a suitable candidate for this position.

Please find my supporting documents, for the requirements specified for the position and I would really appreciate you considering me for the position.

Thank you for taking the time to review my CV and hope to hear from you soon.

Kind Regards,

Asande Hadebe



**PERSONAL PROFILE**

**Identity Number** : 9408150634083

**Nationality** :South African

**Gender**  : Female

**Marital Status**  : Single

**Dependants** : None

**Driver’s licence** : Yes

**Criminal record**  : None

**Health**  : Excellent

**Languages** : English and Isizulu

**EDUCATIONAL QUALIFICATIONS**

**Course Name** : Passenger Ground Handling / Customer Services

**Organization** : EPT Aviation Training Pty (Ltd)

**Date Completed** : 09th of May 2022 – 27th of March 2022

 **Subjects** Aviation General, Codes and Abbreviations

 Airline Terminology

 Travel Documentation

 Baggage Handling, Airport Environment – Hazards and Risks & Basic Ticketing

 Aviation Medicine, HIV & AIDS and Handling of

 passengers with Special Needs

 Dangerous Goods

 Security Awareness

 Interviewing Skills

 Typing skills

 Customer Resource Management, Conflict Management, Cultural Diversity

**Course Name**  : GDS Systems Training

**Organization** : EPT Aviation Training Pty (Ltd)

**Date Completed** : 30th of May 2022 – 10th of June 2022

**Subjects**                                       Navigate the system

 Sell seats
 Create a Booking File
 Amend and enhance a booking file
 Apply the above to Special Category Passengers -

 UMNRs, YPs, MEDAs etc

 Book Hotel Accommodation
 Book Car Hire
 Access Fares and Understand Rules
 Quote bookings using Fare Quote, Fare Quote

 Planner and E-Shopper
 Ticket Bookings
 Issue in Exchange Tickets
 Understand EMD

 Update and Manage Queues
 Manage Client File

**SECONDARY EDUCATION**

**High School: :** Sithengile Secondary School

**Highest standard passed :** Grade 12

**Subjects: :** English

Mathematics

 Accounting,

 Business studies

 Travel and tourism

 Isizulu

 Life Orientation

**TERTIARY EDUCATION**

**Qualification :** Public Management

**Institution :** Mangosuthu university of technology

**Date :** 2013-2015

**LEADERSHIP ROLES & INITIATIVES INVOLVED IN**

**WORK EXPERIENCE**

**Company :** Epicentre Health Research

**Title :** Data capturer

**Period :** November 2020- June 2021

**Duties** : Collecting and capturing data of people that are participating in the study. National COVID19 Antibody Survey (NCAS). The information is captured on Redcap and send to server for further use in the Laboratory.

**WORK EXPERIENCE**

**Company :** Ikapadata pty Ltd

Title : Call Centre Agent

Period : October- December.2021

Duties : Contacting the ECD's and registering them

 under the department of education.

**REFERENCES**

**Name :** Khetha Gwala (Supervisor)

**Company :** Epicentre Health Research

**Contact Numbers :** 072 973 0082

**REFERENCES**

**Name :** Zani Mthembu(Project Supervisor)

**Company :** Ikapadata pty Ltd

**Contact Numbers :** 076 032 4560