

AISHWARYA SUKUKUMAR NAIR

PROFILE

Enthusiastic and adaptable professional with hands-on experience in customer service, operations, and client relationship management. Possesses strong interpersonal, communication, and organizational skills with a proactive approach toward learning and problem-solving. Passionate about building a long-term professional career in a growth-oriented environment.

WORK EXPERIENCE

Naz Maritime Services

MAR 2025 – AUG 2025

Fleet Personnel Executive

- Managed crew documentation, certifications, and compliance with maritime regulations.
- Coordinated crew deployment, scheduling, and rotations for vessels.
- Maintained accurate records of crew contracts, leaves, and onboard assignments.
- Assisted in recruitment, onboarding, and orientation of new seafarers.
- Liaised with vessel masters, port authorities, and internal departments to ensure smooth operations.
- Ensured adherence to safety, statutory, and company policies in crew management.
- Provided timely support for crew payroll, travel arrangements, and related administrative tasks.

Maison Sia

JUL 2024 – DEC 2024

Client Relationship Manager

- Delivered a personalized shopping experience aligned with the brand's luxury image and service excellence.
- Managed customer's by understanding their style preferences and project requirements.
- Coordinated between sales teams to ensure seamless execution of client orders.
- Guided clients through product collections and material selections.
- Maintained post-sale relationships through follow-ups, appreciation messages, and exclusive invitations.
- Monitored client feedback and implement strategies to improve service quality.

Spicejet Airlines

OCT 2023 – DEC 2023

Customer Service Executive – Ground Operations

- Provide courteous assistance at check-in counters, boarding gates and arrival areas.
- Verify travel documents, issue boarding passes and ensure smooth boarding procedures.
- Handle ticket changes, cancellations, and special service requests.
- Assist passengers with baggage check-in, lost & found and claims.
- Address passenger complaints and resolve issues promptly to ensure satisfaction.
- Provide information on flight schedules, gate changes & travel requirements.
- Ensure compliance with aviation safety regulations and airline policies.

ADDITIONAL EXPERIENCE

• Research & Content Contributor

Introduction to Advertising – Himalaya Publications
(Freelancing)

• Clothing Venture Coordination RAYA INDIA



CONTACT

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📍 Mumbai

EDUCATION

2026–2028

- PGDM – Distance Learning

2022–2023

- PERSONALITY DEVELOPMENT
COURSE

2019–2022

THAKUR COLLEGE OF SCIENCE &
COMMERCE, KANDIVALI

- BMM – ADVERTISING – 81.2%

2017–2019

ST. JOHN'S COLLEGE OF
HUMANITIES & SCIENCE,
PALGHAR

- HSC – 70%

SKILLS

- Positive & calm Demeanor
- Team Collaboration
- Adaptability
- Complain Handling
- Good Communication
- Skills
- Excellent Interpersonal
- Skills
- Multitasking & Time
- Management

LANGUAGES

- English
- Hindi
- Marathi
- Malayalam