




# Kamaljit Gill

701 Kalpak Crest , 274 Carter Road,   
Bandra west, Mumbai - 400050  
+919820214442   
Kamaljit.gill4@gmail.com 

To pursue my career in Training, Image management, Learning and development in a dynamic organization that will utilize my years of experience in training and customer service.

---

## Professional Profile

Energetic and passionate about training and providing excellent customer service. Self-motivated and ready to go the extra mile for learners and the organisation. Highly adaptive to work, with a can-do attitude. Excellent communication skills, able to articulate views and influence others. Collaborative personality with an ability to foster and maintain long lasting and trustworthy relationships.

---

## Skills

- Curriculum Design & Development
- Program Delivery & Management
- Personal Counselling
- Customer Service Orientation
- Business Process Improvement & Mystery Shopping
- Corporate Etiquette & Grooming
- Organizing for Results
- Attention to Detail & Quality

---

## Experience

APR 2017 TO DATE

**Founder | Kamaljit Gill Image Consultancy, India**

MAR 2013 – AUG 2015

**Cabin Crew Trainer, Service | Emirates Airline, U.A.E**

- Delivering high impact competency based training programs for a multicultural audience in line with Service Delivery / Corporate objectives.
- Applying appropriate training methods which prepare a Cosmopolitan team of cabin crew to deliver the world's best in-flight experience.
- Preparing all course materials, training aids and equipment in advance as stipulated in the Professional Development Portfolio.
- Delivering Training sessions, practical drills and assessments according to the standard operating procedures and regulations stipulated in the relevant manuals.
- Completing confidential end of course and continual / practical assessment reports and conducting feedback sessions with individual learners regarding their performance in training.

MAY 2006 – AUG 2015

**Cabin Crew | Emirates Airline, U.A.E**

- Responsible for the safety of customers in the First Class cabin and specially trained to deal with security and emergency situations.

- Ensured all customers received exceptional and empathetic service. Improved customer satisfaction by taking appropriate service recovery steps. Cared personally for the high-value customers.
- Attending to customers' needs throughout the flight and provide a high level of customer service and selling duty-free products.
- Worked effectively with team members by assisting with safe and efficient galley operation and duty-free sales.

MAR 2004 – MAY 2006

**Processing Executive | e-Serve International Ltd, a BPO for Citibank NA, India**

- Undertook clearing of cheques of corporate clients which are raised by Citibank branches for technical discrepancies.
- Calling up corporate clients for their foreign inward remittances received without purpose of remittance and confirm the purpose of such remittances.
- Undertook refresher training for team members from time to time.

OCT 2001 – MAR 2004

**Team Leader | Tele Access, Sales Retainership of Standard Chartered Bank, India**

- Handling a team of six Tele Marketing Executives.
- Building customer base by selling liability products such as Current Account, Savings Account and fixed deposits.
- Generating daily, weekly and monthly reports.
- Conducting product training for new recruits.

MAY 2001 – SEPT 2001

**Tele Marketing Executive | Customer Value Management, Sales Retainership of Standard Chartered Bank, India**

- Created customer base by selling liability products such as Current Account, Savings Account and fixed deposits.
- Generating daily, weekly and monthly reports.
- Handled existing customer complaints.

NOV 2000 – MAY 2001

**Tele Marketing Executive | Chart Marketing Consultants Pvt Ltd, Sales Retainership of Standard Chartered Bank, India**

- Built customer base by selling liability products such as Current Account, Savings Account and Fixed Deposits.
- Generating daily, weekly and monthly reports.

---

## **Additional Qualification**

- Certification - Image Consultant from ICBI - Image Consulting Business Institute, India
- Certification - Train The Trainer from ICBI - Image Consulting Business Institute, India. Accredited by NABET (National Accreditation Board for Education and Training).
- Certification - Soft Skills from ICBI - Image Consulting Business Institute, India. Accredited by SQA (The Scottish Qualifications Authority).
- Certification – Personal Counselling – Robert Carkhuff Model of Counselling from Heart to Heart Counselling Centre, India.
- Diploma in In-flight Management through Trade Wings Institute of Management, Mumbai.
- Completed Aviation Security Training – Emirates Airline.
- Completed Peer Support fundamental skills workshop – Emirates Airline.
- Completed Inner Engineering Program – Isha Foundation.

---

## Education

Degree	Name of the Institute	University	Year
Bachelor Of Commerce.	National College	Mumbai	2003
Higher Secondary Certificate.	National College	Mumbai	2000
Secondary School Certificate.	St. Xavier's High School.	Mumbai	1998

---

## Achievements

- Najm Appreciation - Professionalism and dedication, for training delivered to Cabin Crew.
- Lead Model to feature in the look book for Linen and Linens, Mumbai - A Leading linen apparel store.
- Lead model to feature in the digital ad campaign for Nisha M Designs and Muse The Store, Mumbai – A leading jewellery designer.
- Won the Model Hunt contest at Masala Magazine, Dubai.
- Featured in a Print ad for Olite cooking oil, Dubai.
- Lead model to feature in the corporate video for Dubai Islamic bank.
- Shortlisted to walk the ramp for Dubai Fashion Week, 2013.
- Star of the month for Performance Excellence - e-Serve International Limited.

---

## Languages

English, Hindi, Punjabi.