



**SANTHOSH KRISHNAN THEDUVIL**  
**GSE TECHNICIAN TEAM LEADER -**  
**Etihad Airways Ground LLC**

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**OBJECTIVE**

To work for a professionally managed organization, investing my education, knowledge and skills to facilitate company and career growth to achieve better prospects in life.

• **ACADEMIC AND PROFESSIONAL QUALIFICATION**

1990-1991 Secondary School leaving certificate Govt. of Kerala

1991-1993 Vocational Higher secondary school certificate Govt. of Kerala

2016-2017 Diploma in IATA- Foundation in Travel and Tourism

Montreal –Canada

• **Operational Knowledge**

Organize travel from beginning to end, through booking tickets and accommodations.

Book and sell travel products using Global Distribution Systems (GDS) Sabre.

Advising clients on travel arrangements, e.g., visas, passports and travel insurance, car rentals, hotel accommodations, cruises and pre-packaged tour products.

**RESPONSIBILITIES AS TEAM LEADER**

Assign technicians for daily basis brake down and PM jobs

Preparing job cards and spare parts on system

SAP operations

## **RESPONSIBILITIES AS SERVICE ADVISER AND JOB CONTROLLER**

- Receive vehicles for all kinds of service
- Preparing enquiries, quotations and order confirmation for clients
- Maintaining and updating customer and sales records
- Supporting sales force with general operations to help reach the team's objectives
- Checking prices and contracts are up to date
- Preparing warranty related information for customers and line managers
- Arranging daily tasks related functions for employees
- Dealing with and responding to high volume of emails

## **GSE EXPERIENCE -ELECTRICAL**

Trouble shooting

Diagnosing

Servicing For all kind of GSE equipment and ramp vehicles

## **PERSONAL INFORMATION** Indian

Nationality

Date of birth 20-01-1976

Marital status Married

Visa status Employment visa from  
Etihad

Driving License Valid LV driving license

## **Declaration**

"I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above –mentioned particulars"

Thank you