

CURRICULUM VITAE



SHUBHANGI SRIVASTAVA

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OBJECTIVE

To secure a challenging position where I can effectively contribute my knowledge as a marketing and communications graduate and be an indispensable asset to the organisation.

EDUCATIONAL QUALIFICATION

- Masters of Science in Marketing and Communication
Specialisation in Hospitality and Tourism Marketing
Toulouse Business School, France (Oct 2016 – Present)
- Bachelor of Commerce
Lucknow University, India (March 2005 - April 2008)

ADDITIONAL COURSE

- Electives in Digital marketing and Destination Development
- SAP Design thinking workshop

WORK EXPERIENCE AND PROFESSIONAL SUMMARY

Supervisor – Cabin Crew, Qatar Airways , Doha March 2015 - September 2016

- Lead a multinational team and had awareness of sensitivities, tastes and cultures globally.
- Conducted fair assessments of subordinates and drafted Electronic voyage reports in a time bound environment.
- Coached and trained team members .

- Trained in Emotional Intelligence and handled team under pressure by uplifting their spirits and ensuring maintenance of team spirit.
- Built and maintained amicable relationships with colleagues and passengers through a genuine desire to understand their needs.
- Efficiently conducted onboard duty free sales.

Cabin Crew, Qatar Airways , Doha

January 2011 - February

2015

Cabin Crew, Kingfisher Airlines, Mumbai

June 2008 - December 2010

- Provided exceptional customer service and ensured passengers leave with a lasting positive impression.
- Handled on board medical emergencies.
- Worked at Bangalore Airport for 8 months and took part in booking , checking in boarding , baggage handling and receipt of flights of national and international nature.

PERSONAL DOSSIER

- Nationality - Indian
- Hobbies - [Blogging](#), Traveling
- Languages - Fluent in English and Hindi , Beginner in French

Other Activities -

- Took part in inter college debates
- Featured in [promotional video](#) of Toulouse Business School
- Part of TBS Internal Communication Team
- Blog Manager of Msc. Hospitality track in TBS - Contributed regularly with content and proofread content of other contributors
- Worked as an au pair in Toulouse