

JACKY LYNN PILLAY (MISS)



Contact

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Skills

Organization & time management 100%

Decision-making 100%

Problem-solving 100%

Teamwork & collaboration 100%

Adaptability & flexibility 100%

Social media management 100%

Microsoft Office Suite 100%

Certification

Certificate of completion Part-145
Familiarization course & assessment

Certificate of completion Part-M
Familiarization course & assessment

OBJECTIVE

Motivated and detail-oriented professional with strong communication, organizational, and decision-making skills

EXPERIENCE

Air Seychelles

January 2025 - To date

Technical Support Officer

- Abide to all references of quality and/or standards that are laid out in different areas of service provision that meet the safety, operational and commercial objectives of the airline.

- The receipt, handling and cataloguing of information and documentation, retention and tracking of technical records, work-packs and technical documentation.

- Accountable to identify and report safety and security-related occurrences and hazards in accordance with company procedures and local regulations.

- Support aircraft maintenance operation to meet the airlines safety and commercial objectives.

- Authority to make day-to-day decision in relation to tasks that could have adverse safety and security impacts to the operations.

- Responsible to monitor day-to-day activities with consideration to operational safety and security related risks.

- Ensure all business is conducted in a timely, cost effective and professional manner.

- Perform any other duties as assigned.

Air Seychelles

December 2022 - January 2025

Central Reservations Control Analyst

- Recognize and prioritize system issues that have a revenue or financial impact, and be able to escalate

Certificate of completion Part-CAMO Familiarization course & assessment

Certificate of completion Fuel Tank Safety Phase 1 course & assessment

Master trainer certificate - Hitit Crane PAX reservation & ticketing

Master trainer certificate - Hitit Crane PAX CRC

Certificate of completion - Amadeus Ticketing, Reissue and EMD

Certificate of completion - Amadeus Fares and Pricing Essentials (cryptic)

Languages

English

French

Creole (Native)

high/critical financial issues.

- Reach IS Management Service Level Agreements and Demonstrate Brand Values when dealing with third parties.

- React quickly and efficiently in the case of a Flight Delay or Disruption to come up with a re-accommodation plan by working with Operations. Provide re-accommodation report to responsible parties in time to communicate to guests.

- Perform analysis, testing and implementation of Interline Electronic Ticketing and projects related to partners and GDS.

- Manage queues and ensure Service Level Agreement response to General Sales Agents, Offices and third parties; keep the Offices informed of changes via ticket or phone or email, including waitlist clearance and rejects queues.

- Provide support to all third parties, codeshare and Air Seychelles customers with PNR synchronization, updated Global Distribution System information, and report performance to management.

- Create and maintain current test plans and database related to Global Distribution System, Interline Electronic Tickets, Electronic Miscellaneous Documents, seating and other airline agreements.

- Work with other Partner airlines meaning those with which HM have agreements, to investigate and resolve issues.

- Provide support to Revenue Management team with competitor benchmarking, fares and availability checks.

- Assist with running of Schedule Change and inform all relevant parties of changes run in a timely manner.

- Assist in the documentation of new departmental

processes and ensure the current remains up to date for tracking and audit purposes.

- Perform any other relevant duties as directed by the line manager

Esnad Management

June 2022 - August 2022

Marketing and Sales Admin Coordinator

- Handled customer inquiries promptly and efficiently, serving as point-of contact between teams and departments for consistency.

- Assisted salesforce with customer leads and follow up to build constant contact. Performed data entry and market research and maintained databases.

- Managing Analytic Charts

- Managing and updating Budget Cost Charts.

Managing Instagram accounts for four companies (Esnad Management, Loop Cafe, Khadamaaty, Amwaj Beachfront)

- Requesting quotations from all suppliers for branded products of the company.

- Preparing and Managing leasing contracts, agreements and price listing of apartments

- Managing Daily emails correspondence

- Managing and delegate facebook and instagram leads to all property advisors

Cable and Wireless Seychelles

November 2020 - March 2022

Corporates Sales Admin

- Developed working relationships with customers through courteous telephone manners and follow-up, prioritizing customer service.
- Delivered in-line support for sales representatives by answering customer requests for quotations, and providing information on delivery procedures and timing.
- Processed sales invoices and kept meticulous records in tracking systems and databases.
- Provide admin support to the Sales Executives team

Cable and Wireless Seychelles

November 2018 - October 2020

Customer Service Officer

- Handle Complaints
- Promote Products and Services
- Troubleshooting Technical Difficulties
- Oversea Billing and Payments
- Sales of devices
- Sales of plan packages for Mobiles, TV and Broadband
- Relevant Admin Duties in accordance with requests for services received from online customers

Falcon Insurance Seychelles

July 2017 - July 2018

Personal Lines Insurance Sales Advisor

- Handling New Business, Renewal and Mid Term Adjustment calls, both inbound and outbound
- Maximizing sales, selling optional extras, cross selling and setting up finance agreements.
- Adhering to company processes and procedures, ensuring all activities are FCA compliant.
- Demonstrating excellent customer service skills at all times.
- Liaising with our insurers and other partners to resolve queries.
- Conducting related administrative tasks as required including sending out policy documents

EDUCATION

Seychelles Business Studies Academy

2013-2015

Diploma in office management and administration
Credit

REFERENCE

Miss Wadeah Al-Ali - "Esnad Management"

Marketing Manager

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Anne-Marie Vel - "Cable and Wireless Seychelles "

Customer Service Consultant

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