

# XXXXXXXX

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**Contact Number** - +97 XXXXXXX

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## **Professional Objective:**

To work in strong, forward thinking, progressive and equal opportunity organization where I can apply the knowledge I have obtained, involving maximum utilization of my skills and experience to deliver beyond expectations and meeting the challenges of real life projects.

## **Major Strengths:**

- Ability to effectively interact with members at all levels of the organization.
  - Flexible to different kinds of work environment.
  - Willingness to learn and work hard.
  - Professional and energetic demeanor.
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## **Professional Experience**

**Organization** : XXXXXXXXXXX, Mumbai

**Designation** : Pax Sales & Service Agent

**Duration** : Aug'07 – Jul'2008

Emirates Airlines is a fast-growing international airline with one of the youngest fleets in the sky. With more than 400 awards for excellence worldwide, Emirates has been recognized many times over the years for the quality of our in-flight cuisine, the breadth of in-flight entertainment and the excellence of overall service.

## **Responsibilities:**

- Responsible for managing daily activities effectively and efficiently at Emirates Airlines including new ticket bookings and reservations.
- Responsible for making amendments in existing reservations irrespective of place of ticket issue.
- Substantial experience in handling MEDA cases.
- Managing induction for new employees, speeding up the learning curve.
- Assisting Travel Agents in Air Fare Constructions.
- Promoted Dubai Stopover packages.
- Prepare and submit reports to top management for daily number's review.
- Initiating, tracking and effective closure of Internal & External concerns, if any, arising from complaints.
- Responsible for overall upkeep of the site to high standards of Operations & Maintenance.
- Ensure all guidelines/ requirements are adhered to by all.

**Organization** : XXXXXXXXXXXXXXX Pvt Ltd  
**Designation** : Customer Service Executive  
**Duration** : Feb'2007 – Jul'2007

TransContinental e-Services Private Limited (TCeS) is an independent BPO company, with locations in Delhi and Mumbai. The company is headquartered in Mumbai, and is part of the Jet Air Group of companies. TCeS manages all customer contact for Jet Airways, both for domestic and International customers.

**Responsibilities:**

- Responsible for making new reservations, amendments in domestic reservations and refunds.
  - Responsible for informing passengers for flight delays.
  - Prepare all kinds of reports required by the supervisor on daily, weekly and monthly basis.
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**Organization** : XXXXXXXXXXXXXXX  
**Designation** : Customer Service Associate, Revenue Management Support Team  
**Duration** : Aug'2003 – Jan'2007

WNS is a leading global business process outsourcing company. With deep industry and business process knowledge, a partnership approach, comprehensive service offerings and a proven track record, WNS delivers business value to the world's leading companies.

**Responsibilities:**

- Worked in the capacity of Shift In-charge and responsible for Quality Checks on all projects.
  - Active member of Final Day Curtain Check Project.
  - Helped Team Leaders in preparing reports and rosters.
  - Responsible for over bookings, group bookings and crew booking and capture fares for LCC.
  - Active member of No-Show project.
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**Organization** : XXXXXXXXXXXXXXX Pvt Ltd  
**Designation** : Customer Service Associate  
**Duration** : Jul'2002 – Aug'2003

**Responsibilities:**

- Responsible for domestic bookings for all carriers.
- Responsible for Air Ticket Billing & Credit Notes and timely communication to all customers.

**Educational Qualification**

- B.Com, March 2001, 1<sup>st</sup> Class.
- Airline Travel Management, July 2001, 1<sup>st</sup> Class I.I.T.C.
- IATA Foundation, March 2002, Pass.
- IATA Management (Level III), March 2005, Distinction.

**Technical Skills**

- Knowledge of Amadeus, Galileo, Qik Sabre and Altea Reservation Systems.
- Knowledge of Computer MS office.
- Have completed short courses of Time Management, Leadership.

**Languages Known & Interests**

Languages Known : English, Hindi and Marathi  
Interests : Reading, Traveling, Listening to Music

**Other Details**

- Date of Birth : XX XX XXXX
- Nationality : Indian