**CURRICULUM VITAE **

##  **FATHIMA**

## **FATHIMA.12749@2freemail.com**

**Objective:**

To work with a reputed organization and to serve customers and upgrade my carrier prospects and utilize my skills in industry that offers professional growth.

**Personal Skills:**

Quality oriented work and pays strict attention to customer’s focus and details.

Ability to handle stressed situations on interceptions and capacity to maintain calm and diplomacy.

**Professional Experience:**

* Worked **as secretary cum accountant** in an transportation company in Dubai.

[ Job Responsibilities :Doing Accounts in Microsoft Excel, Making Daily, Weekly, and Monthly basis Reports, Attending Phone calls, Entering All the kind of Data’s, Controlling the Documents, Filing, Making the Schedules.]

* Worked as a **Traffic Administration and counter Staff for Air India at Cochin International Air port,** in India.

[Job Responsibilities: Counter Check-In the Passengers, Guiding the Passengers, Attending the phone calls, Customer Service Through the Flight Information, Checking the mails & Faxes and Distribute it to the particular Departments, Sending Mails & Faxes to the Airline Offices with the Latest Schedule, Informing Passengers if the Flight is Delay, Writing Allocate sheets also, Sometimes writing the tickets manually and making invoices also, Informing the Airport Studio for the right display on the T V Screen.]

* Worked as a Ticketing Agent, with GDS, GALILEO in Nat Bat travel agency, Cochin, India.

[Job Responsibilities: Reservation, Customer Service, Writing the invoices and entering in the System, Checking the mails and Faxes and Inform the details to the responsible person, Collecting the latest Schedules from On-Line Service Related with the field.]

**Domain Expertise:**

* Knowledge of World Tracer Management System
* Knowledge of Central Reservation System, GALILEO
* Good in Fare Calculation and Auto Ticketing
* Experience in counter sales
* Capable to prepare weekly, monthly and annual sales report

**Educational Qualification**

* Graduation in B.A. Functional English. From Calicut University Kerala.

(Subsidiary subject: Journalism and Literature)

* Under Graduation(H.S.E Board Exam), Kerala, India.

##### Technical Qualification

##### IATA/UFTAA Foundation Course in Chavara Cultural Institute of Travel & Tourism Studies at Cochin, India

* Galileo central reservation course, Galileo India
* Diploma in Computer Application (D.C.A)
* Certified Computer Software Course

 (Windows 98,Internet & E mail, Office2000, HTML, Front Page 2000,

 Java Script and Access 2000)

#### Strength

* Forward thinking
* Committed to my career
* Very strong Customer Relationship
* Good team Sprit
* Fast Leaner & Quick respond
* Ready to work in any environment
* Driving ability(Indian Driving license holder)

**Personal Profile**:

Date of birth : 02-04-1985

Marital Status : Married

Nationality : Indian

Visa Status : Husband Visa

Hobbies : Reading, Painting, Traveling

Language Known : English, Hindi and Malayalam

In the view of the above, I concede that I possess necessary energy and seal in addition to my qualification and experience to meet your expectation. In the event of my selection, I assure you that I will carry out all responsibilities assigned to me with complete sincerity.