**Sushant**

[Sushant.199362@2freemail.com](mailto:Sushant.199362@2freemail.com)

*Have 4.5 year plus of experience in channel management, business development, client servicing & customer service.*

**Objective:**

To work in an environment that would enable me to apply my skills and provide me with ample scope for development and to contribute effectively in area of my core strength, and mutual goals.

**Professional Exposure:**

* Identifying the customer requirements and providing the relevant solutions with commercials as well as technical details.
* Increasing the customer satisfaction and building a sustainable market presence with focus towards the goal of the organization.
* Interfacing with the clients for suggesting the most viable services & product range and cultivating relations with them for securing repeat business.
* Analyzing the trends and tracking competitors’ activities and providing valuable inputs for fine tuning marketing strategies; developing relationships with key stake holders.

**Work experience: Emirates sky cargo (Transgaurd group)**

**Job Profile(cargo assistant): Since Sep 2013 – Till now**

* Taking care of breakdown done by porters of ULDs upcoming by airline.
* Keeping track record of number of shipment and pieces of cargo and tally with CRM that weather the ULD is containing the cargo as per manifested by CRM .
* Confirming acceptance or location {RCF} of cargo through the CRM to the higher authority or build up staff that they can use that cargo as per their requirement.
* Taking care of dangerous goods and follow the dangerous goods handling rule given by IATA at the time of offloading the cargo and making aware of porters to when they offloading such goods.
* Taking care of damage goods{put damage code} and un manifested cargo{found cargo} and send it to right place and give immediate information to the seniors that company airline can save himself by damage compensation.
* Taking care of suspicions cargo and sending it to screening department if required

**Previous experience: Make My Trip.com**

**Job Profile (Sr. Operation Executive): Since June2011 – Till April 2013**

* To solve the lineup query of customer what they send on the make my trip website regarding their tour.
* Customize the tour package of customer according to their need.
* Securing and creating the PNR of air lines on **Amadeus** for the customer and sending in ticketing department to release the tickets of the customer.
* Suggesting and making aware them about destination and make the package in their budget.
* Arranging the hotel booking as per the tourists’ need in assign countries.
* Maintain the daily report of queries and follow up properly.
* Achieve monthly sales target with the customer satisfaction.
* Maintain and develop relations with existing and new clients through appropriate propositions and sales and operational methods.
* To optimize quality of service after sales, business growth and customer satisfaction.

**Work Experience: Intelnet global services**

**Job Profile(Sr. Operation executive):**

**Since Oct 2009 – May2011**

* To process the record locator {PNR} on **Apollo, World span, Sabers, Shares and Deltamatic** and rebook the ticket and send it to for reissue if there is any schedule change done by the airline on flight for passenger {USA}.
* Process the refund if airline not capable to provide a valid re-protection against schedule change or giving day before or day after option to the passenger.
* Arranging the hotel booking if there is a schedule change in airline and passenger is not getting valid re-protection of airline on same date.
* Maintain the daily report of work on tracker and follow up properly.
* Achieve monthly target of process the record locator {PNR} with the customer satisfaction.
* Maintain and develop relations with airline executive and passenger of the airline during the calls through appropriate propositions and operational methods.
* To optimize quality of service by giving right solution on schedule change, business growth and customer satisfaction.

**Education Qualification:**

* Diploma in ramp handling and dangerous goods handling from Emirates Aviation College, Dubai {UAE}.
* MBA from IBM (Institute of business Management) CSJM University, Kanpur in 2007.
  + - Specialization in: Marketing & Finance.
* Graduation with bachelor of art stream from Allahabad University, Allahabad in 2005.
* 12th passed from UP Board, Allahabad in 2002.
* 10th passed from UP Board, Allahabad in 2000.

**Computer Proficiency:**

* Basic Knowledge of MS Office (Microsoft Excel, Word, Power point).
* Working Knowledge on GDS like Amadeus and Apollo.
* Internet.
* Word span, Amadeus

**Personal Profile:**

* Date of Birth : 20th Dec, 1985
* Marital Status : Single
* Nationality : Indian
* Language Known : English & Hindi

**Declaration:**

I hereby declared that all the statements made in this resume are true and correct to the best of my knowledge and belief.