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**ROSHNI**

**Roshni.232314@2freemail.com**

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**Carrer Objective :**

To obtain a responsible, challenging, growth oriented position of Administrative Coordinator / HR Assistant / Travel Consultant & make a meaningful contribution towards the progress of the organization I work in.

**Professional Profile :**

 A dynamic professional with 5+ years’ experience in travel & aviation services.

 Have a good knowledge of several travel based applications like IBM session, Amadeus & Unisys.

**Professional Training:**

 Handling passengers queries related to cancellation, delay and refunds through email. To reply to passengers within the set KPI and solve their query.

 Manual Ticketing of PNRs & Reissuing tickets for KLM Royal Dutch Airlines, carry out re-booking passengers as per their request in Interglobe Technologies.

 Handling Passengers queries related to PNRs for Lufthansa Airlines in Reservation Data

 Maintenance Pvt. Ltd.

 Notifying Passengers for their flight delays, cancellation, Schedule change & aircraft change of

 flights.

**Educational Qualification:**

**MBA** (2014): Amity University of Distance Learning, Delhi, India

**Bachelor of Arts** (2007): Pol Sc. Hons from University of North Bengal, India

**Higher Secondary (2004)** : West Bengal Council of Higher Secondary Edn, West Bengal, India-

**Secondary (2002)** : West Bengal Board of Secondary Education, West Bengal, India

**IT Skill:**

**Diploma in Computer application**

 Microsoft Office

 MS Word & Excel, Power Point & Outlook

* Travel based applications

 IBM session, Amadeus & Unisys.

**Organisational Experience:**

**Period : 2012 May-Till date**

**Employer : Interglobe Technologies Pvt. Ltd. Gurgaon India**

**Designation : Senior Process Associate**

**Company Profile:** Leader in aviation and travel related and BPO services, Contact Center and

 Back office services. For further information log on

**Principal Functions:**

* Handling claims and refunds and respond to passengers via email within the set KPI. To resolve the query as per customer satisfaction.
* Notifying passengers for delays, cancellation and schedule change of flight, rebooking passengers.
* Compiles and records information to assemble airline tickets for transmittal or mailing to passengers: Reads coded data on booking card to ascertain destination, carrier, flight number, type of accommodation, and stopovers en-route.
* Selects ticket blank, invoice, and customer account card if applicable, and compiles, computes, and records identification and fare data, using tariff manuals, rate tables, flight schedules, and pen or ticket imprinter.
* Separates and files copies of completed tickets.
* Clips completed tickets and invoices to booking cards and routes to other workers for Teletype transmittal or mails tickets to customers.
* Computes total daily fares, using adding machine, to compile daily revenue report.

**Period : 2008 – 2012**

**Employer : Reservation Data Maintenace Pvt.Ltd. India**

**Designation : Team Member**

**Company Profile:** Provides BPO, Software Development & Testing Services. For further information log

**Principal Functions:**

 Calling Indian passengers travelling with Lufthansa Airlines enrolling them in

 Miles&More.

 Updating theirs request for seats and meal.

 Maintaining passengers Miles & More accounts updating their flights.

* Answer phone calls and offer suggestions on travel arrangements.
* Quote fares and room rates and provide travel information.
* Make and confirm transportation and hotel reservations, using a computer.

**Personal Information:**

Date of Birth : 14th Jan 1987

Nationality : Indian

Languages Known : English, Hindi and Nepali

Extracurricular Activities : Reading, Travelling & Listening Music.