

**Whats app Mobile:+971504753686**

**Gulfjobseeker.com CV No:259318**

E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)

**PROFESSIONAL SYNOPSIS**

* A dynamic professional with approximately **6 *years*** of experience in Sales.
* Worked as a Sales Officer at Zen3 Info Solutions (Formerly Media Travel Technologies).
* Worked as a Process Developer at GE Money.
* Worked as a Travel Advisor at 9Flights.co.uk Pvt LTD.
* Worked as a IT Consultant at Unisys India Private LTD.
* Worked as a Project manager at Sutherland Global Services.
* Excellent communication & interpersonal skills with proven abilities in customer/client relationship management.
* Presently in Dubai on a visit visa.

**ACADEMIC QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| **EXAMINATION** | **BOARD/UNIVERSITY** | **YEAR OF PASS OUT** |
| MBA Banking &Finance  (Correspondence) | Alagappa University | 2012 |
| B.COM | Osmania University | 2005-2009 |
| 12th | Board of Intermediate | 2005 |
| 10th Standard | State Syllabus | 2003 |

**WORK EXPERIENCE**

* ***Worked with Unisys Global Services India, Bangalore as Service Support Co-coordinator for (Incident Management/Change Management/Problem Management) 13th Oct 2014 to 12 December 2015***
* Accountable for communications to colleagues/business related to high severity incidents.
* Role in the team involves monitoring the queue and applications for any kind of business impacting alerts. Raising the severity of alerts based on business impact and involving the respective teams to resolve it and make sure the SLA is met finding the **root cause** of the problem impacting the business.
* User/Group Account Management - Create, Modify, Delete, Disable, Password Reset

Chasing tickets to make sure it reaches right resolver group and issue is resolved within stipulated resolution time based on severity (**Maintaining SLA**).

**Worked as a Senior Qualification Analyst Sutherland Global IT Services Formerly (Apollo Health Street) 12th August 2011 to 21st December 2012**

* Worked on Practice management, EHR, EMR, Revenue Cycle Management, Electronic Prescribing
* Professionally Approach Clients as and when necessary.
* Provide on time weekly/Daily status report of all the activities assigned.
* Documentation of project status and tasks.
* Complete the qualification process without delay or escalate the issue in a timely fashion.
* Ensure client satisfaction on qualifying projects.

**Worked as a Sales Officer at Media Travel Technologies (UK Holiday Company).25th May 2009 to 25th March 2011**

[www.uktravelshop.com](http://www.uktravelshop.com) [www.mediatravel.co.uk](http://www.mediatravel.co.uk).

I was internally promoted as a Team Leader.

Rendered a valuable service to people intending to travel by making all the necessary travel arrangements on behalf of the client, using the information. Duties involve the supply of information and advice to clients on customs regulations, passports, visas, currency regulations and tourist attractions, the compiling of itineraries, and the booking of flights, tours, accommodation, car rental and general administration associated with such tasks.

* Create Tailor made packages based on customer’s requirements.
* Worked on 10:3 sales conversions ratio targets.
* Selling and organizing online excursions and other activities.
* Selling car hire and Shuttle services, Car Parking services at Airport.
* Responding to clients' queries (this may involve being on duty for set times each day);
* Handling client issues, such as: lost luggage or passports; allegations of theft or other crimes; problems with rooms; health problems, injuries or even deaths.
* Dealing with unforeseen client problems e.g. flight delays, coach strikes, weather conditions;

Establishing and maintaining relationships with local hoteliers, apartment owners, excursion agents and travel companies;

* Maintaining an in-depth knowledge of the resort and the local area in order to answer clients' questions;
* Resolving any conflict with or between clients.
* Checking hotel standards and safety procedures;

• Assisting in the support and training of new holiday representatives.

* Achieved captain status in training for Royal Caribbean, Azmara and celebrity Cruises.
* Knowledge on Top Dog and GDS.

**Worked as a Travel Advisor in 9Flights.co.uk PVT LTD. 08th April 2013 to 04th May 2014**

Rendered a valuable service to people intending to travel by making all the necessary travel arrangements on behalf of the client, using the information. Duties involve the supply of information and advice to clients on customs regulations, passports, visas, currency regulations and tourist attractions, the compiling of itineraries, and the booking of flights, tours, accommodation, car rental and general administration associated with such tasks.

**Worked as a Process Developer in GE Money Bank 28th March 2011 to 15th Aug 2011**

* Payment solutions related to credit card, billing queries, help them understand their statements, take payments etc.
* Helping Customers who are not able to make payments, with various special payment options available (example: Lowering minimum monthly payments & Finance Charges, waiving of Late Charges).
* Handling of Customer Escalations from time to time resolving Customer Queries.
* Took inbound calls for US based customers for 2 years, which basically involved handling the credit card accounts of US credit card holders, answering queries related to their credit card accounts.
* Cross Selling Credit card Security and various other products on a daily given targets.

**AREAS OF STRENGTH**

I am a Hardworking and self-confident person. I possess Good Analyzing power and positive attitude. Good Listener and prompt and effective decision maker. I am always willing to take responsibility and initiative. Also a very good team member and works with the team.

**PERSONAL QUALITIES**

* Interests in learning new things
* Flexibility in working environment
* Capability to learn things quickly
* Honesty and dedication
* Punctuality
* Habit to win and grow in the company