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***ACADEMIC OVERVIEW***

1 - Diploma in IATA (International Airlines & Travel Tourism Management**)**

2 - Amadeus in CRS system

3 - TYBCOM from Mumbai University.

## CAREER FEATURES

**HDIL (Housing Development and Infrastructure Development Ltd.**

**Company Profile** – HDIL is a Public Listed Real Estate Company in India with shares traded on the BSE & NSE Stock Exchange. In 2009, HDIL Ranks 2nd in Real Estate in India. It consist more than 1200 Employees.

**Designation: Front Desk Officer**

**Date – Nov2013 – Dec2015**

* **Responsibilities**
* **Handling EPBX system (500 extensions)**
* To answer telephones and transfer the calls to appropriate staff member.
* Provide information to callers.
* Take messages if the concerned person is not present.
* General clerical and administrative support.
* To ensure knowledge of staff going in and out of organization.
* Used to maintain the tidy and neat reception area.
* Setup and co-ordination of meetings and conferences held in office.
* Travel arrangements like Air, Hotel & car for staff, H.O.D’s & directors.

**Sutherland global (Cleartrip)**

**Company profile** – Clear trip is online portal for air, hotel, train & car.

**Designation: Consultant**

**Date – Jan2012 – Oct2013**

* **Responsibilities**
* Make the booking with the hotels (Domestic &international)
* Make call to the hotelier and confirm the status of the booking.
* Provide alternate option when booking is not confirmed.
* Refunds to the guest & hotels when booking is cancelled or extend.
* Mails & keep the records of every booking.
* Training to new joiners.

**Air Ticket Online (Parle Prince Tours & Travels)**

**Designation –Counter staff**

**Date - June2010-Dec2011**

* **Responsibilities**
* Make airline domestic bookings.
* Solve the queries of agent for booking and Cancellation.
* Confirm the booking on Amadeus system.
* Tracking of refunds amount of cancellations / Reschedule booking.
* Provide credit amount to the agents.
* Ticket Issue, Refund, & Reissue.

**Info vision solutions**

**Designation – Tele Marketing Executive**

**Date - May2007-Apr2010**

* **Responsibilities**
* Provide the appropriate information to the customer for their booking (reg. departure, arrival, luggage)
* Solve the queries of the customer.
* Make call to customer if flight is cancelled or late.
* Reservation on Airlines CRS, Amadeus.
* Ticket Issue, Refund, & Reissue.

**COMPUTER KNOWLEDGE**

Conversant with MS Office (Word, Excel, Access and PowerPoint) and Internet applications.

**PERSONAL VITAE**

**Marital Status :**  Single

**Gender :**  Female

**Languages Known :**  English, Hindi &Gujrati.