**CURRICULAM VIATE**



**Whats app Mobile:+971504753686**

**Gulfjobseeker.com CV No:260212**

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

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**OBJECTIVE:**

**Seeking a challenging position in the Organization, So that I can utilize my skill, talent &value enhancing the growth of the firm in line with my personal growth. My goal is to provide my best of output to the firm with my personal growth with the help of available infrastructure, finance, labour& my own skill.**

**PROFESSIONAL EXPERIENCE:**

* **Worked with V Customer for “eBay India” as a “Customer Care Executive” under Mails and Chats and Inbound calling.**
* **Worked with IDBI Intech, as a “Phone Banking Officer”, dealing with Complaint Handling, Internet banking, Lead generation and also other banking products.**
* **Worked as a “Secondary School Maths Teacher” with “K.P.C. School” for two years.**
* **Currently working with “W N S’’, As a “Senior Ticketing Executive” for “Expedia” Europe point of sale and “Orbits” North America point of sale, purely into Ticketing.**

**Current Work Profile:**

1. **Ticket Reject:**

* **Repricing**
* **Reinstating Segments**
* **Updating SSR Docs**
* **Split Pay**
* **Partial Ticketing**
* **Selling Seats**
* **Giving Options For Flights**
* **Patial Ticketing**

1. **Exchanges:**

* **Voluntary: Customer Initiated**
* **Involuntary: Airline Inititiated**
* **Issuing EMDs**
* **Manual TST building**
* **Issuing MCO**

1. **Refunds:**

* **Full Refund**
* **Tax only Refund**
* **Partial Refund**
* **Refund Less Penalty**

1. **GDS Knowledge:**

* **AMADEUS**
* **WORLDSPAN**

**COMPUTER KOWLEDGE:**

**Microsoft office:**

* **Microsoft Word**
* **Advance Excel**
* **Power Point**
* **Internet**
* **Mails**

**EDUCATIONAL QUAIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SR**  **No** | **Degree** | **Year Of Passing** | **University & Board** | **%** |
| **1** | **TY BMS** | **2012** | **Mumbai**  **Bhavna Trust** | **60%** |
| **2** | **HSC** | **2008** | **Mumbai**  **C.K.H.S** | **59.75%** |
| **3** | **SSC** | **2005** | **Maharashtra**  **C.K.H.S** | **54.59%** |

**After the completion of “Bachelor of Management Studies”, completed my “IATA” Foundation Course From TMI Academy.**

**PERSONAL DETAIL:**

**Date of Birth : 27/4/1989**

**Gender : Female**

**Marital Status : Married**

**Hobbies : Singing, Reading Books**

**Languages known : English, Hindi, Marathi**