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**CURRICULAM VITAE**

**OBJECTIVE**

Multifaceted driven and highly motivated professional seeks a challenging position in organization that welcomes fresh ideas, initiative, dedications and demands excellence

in consistently meeting objectives.

Grow along with the company and help the organization to reach new heights and glory.

**PROFESSIONAL EXPERINCE**

**Senior Travel Counsellor**

**Carlson Wagonlit Travel**

Current Location: Shell India Limited

Previous Location: SunGard Tech, Infosys Implant, Robert Bosch, Main Office

Duration: June2011 –Till date.

**KRA**

Single handling the complete travel requirement for an individual Implant, (SunGard Technology, Infantry road Bangalore)

Prepare MIS report on ticketing productivity, cost saving reports for internal and external purpose.

Duties included the sale of airline tickets (domestic & International), making reservation for inbound and outbound hotel and car. Coordinating Train booking, Visa processing, Forex Arrangement and complete travel management for clients.

Issuing travel documents on computer reservation system, communicating with clients on the telephone as well as in person.

Good knowledge about reservation system (Amadeus and Galileo)

Maintain a customer centric attitude for ensuring employees are treated as customers requiring travel services which are hassle free , duly processed, and experience safe & comfortable travel experience overall.

Act on special customer request and maintain excellent client relation while handling a diverse client including high level executive.

Exhibit meticulous and manage work under pressure with an unwavering persistence, commitment, passion and optimism for work.

**Achievements**

Received Best performance award for Q 2012

**Customer Relation (Domestic & International)**

**TRX technologies India Pvt. Ltd.**

Duration March 2009-December 2010

**KRA**

Communicating with US, Canada & UK Customers, to provide the

With optimal solutions to their travel related queries across the Globe.

To help the customers in changing their trips already booked (reprising).

To help the team issuing the tickets and providing exchange quote to the customer.

Respond to customer service requests and assist travelers with all needs.

Use Amadeus and other on-line engines to process tickets.

**World Space radio**

Duration: December 2004 to June 2008

**KRA**

Handling Domestic Ticketing & International Reservations.

Doing Recharge for world Space Radio Customers.

**SKILL SETS**

Exceptional Convincing skill.

Good Interpersonal and communication skills.

Capability to build and maintain productive working relationships.

Outstanding success in building and maintaining relationship with client and passengers.

Completed Level-I Basic Reservation system course (Galileo & Amadeus)

**ACADEMIC QUALIFICATION**

**IATA 2013 Montreal, Canada**

**BBA 2012 DR. C.V. Raman University**

**STRENGHTS**

Natural Leadership Attributes

Good Team Player

Self motivated

Willingness to learn

Adaptable

Analytical

Ability to work Hard and Meet deadlines

**OTHER INTERESTS**

Knowing new culture and lifestyles, Music, Dancing.

**PREFFERED LANGUAGES**

English, Hindi, Punjabi

**PERSONAL DETAILS**

Date of Birth : 28TH Nov 1983