**Jasmine**

**Jasmine.261730@2freemail.com**

**OBJECTIVE**To work for an organization where I can apply my acquired knowledge and skills to help them grow along with my personal growth. To contribute to the mission and vision of the organization.

**CAREER SUMMARY**

A post-graduate with total experience of more than 6 years in travel industry. Creative, knowledgeable and proven travel consultant providing information, advice and booking services for people wishing to travel. Have the distinction of working with the best travel companies of India.

**PROFESSIONAL COMPETENCIES**

* Ability to manage travel plans and organize tasks effectively.
* Strong work ethics with willingness to take ownership and responsibility.
* Great interpersonal and communication skills.
* Proficiency in MS Word and excel.

**WORK EXPERIENCE**

**Yatra Online Pvt. Ltd., Jamshedpur**

**Yatra Holiday Advisor August 2014 – Till date**

* Understanding the need of customer and pitching the relevant product.
* Designing itineraries for international & domestic holidays and convincing the client for the same.
* International & domestic ticketing.
* Advising the customer regarding visa formalities.
* Booking hotels and flight tickets.
* Being the customer’s touch point till the time his holiday is completed.

Achievement: Ranked second among the top sellers for the financial year 2014-15, PAN India

**Cox & Kings Ltd., Nagpur**

**Store / Franchisee Manager - June 2013 – January 2014**

* Overseeing the entire store/franchisee operations & ensuring that the targets are achieved.
* Be the point of contact between Franchisee & C&K
* Timely MIS and Report generation
* Achieve seasonal deal targets
* Providing maximum customer satisfaction by closely interacting customers to understand their requirements.
* Ensure complaint resolution within specified time frame.
* Recruitment and training of Franchisee staff
* Relationship management with customers and key accounts.

Reason for leaving: Got married and shifted to Jamshedpur

**Yatra Online Pvt. Ltd., Nagpur**

**Sales Executive - September 2009 – June 2013**

* Handling walk-in customers for both international and domestic holidays.
* Generating leads and calling upon leads in a timely manner and generating business.
* Outbound operations, negotiating with the international suppliers for better quotes.
* Providing visa information to the customer and processing the same.
* Achieving targets from time to time and repetitive clientele.

Achievement: Received the ‘Top Seller – Outbound Packages’ award for the year 2012, PAN India

**Hamabo India Pvt. Ltd., Gurgaon**

**Admin Executive - July 2007 – January 2008**

* Type correspondence, reports and other documents.
* Maintain office files and other confidential documents.
* Take minutes at meetings.
* Distribute minutes.
* Coordinate repairs to office equipment.
* Handing day-to-day accounts like petty cash.

**DMC Management Consultants Ltd., Nagpur**

**Senior Medical Transcriptionist - March 2004 – March 2007**

* Listening to voice recordings made by doctors or other health care staff.
* Type what is heard into a word processing program on a computer.
* Typing approximately 500 to 700 lines in a day.

**EDUCATIONAL QUALIFICATIONS**

* IATA / UFTAA Foundation course September 2008 - March 2009
* Master’s degree in Commerce (M.com) April 2004 - March 2006

**HOBBIES**Music, Browsing and Gardening

**PERSONAL DETAILS**

Date of birth : 30 January 1982
Nationality : Indian

Languages : English, Hindi & Punjabi (Native language)

Marital Status : Married