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**Shree**

**Mob: C/o 971506425478**

**Email:** **shree.277394@2freemail.com**

**Objective**: Seeking a challenging role in Travel / Airlines / Aviation industry where in my experience and knowledge could be utilized.

**Overview**

* Over 15 years of experience in Travel/Aviation filed in UAE (Abu Dhabi).
* Ability to consistently maintain composure and remain **productive in extremely high-pressure, time sensitive environments.**
* Competencies in customer service management, adapt in developing and maintaining long-term, high-profit client relationships.
* Attitude and work ethic, excellent Communication/Presentation Skills. Commercial awareness and enhance and impart the same to clients and customers.
* Punctuality and Principal Management, ability to perform with precision and confidence under pressure, **independent handling of operational activities**.
* Excellent interpersonal skills and Proactive team player, Analytical, High Level Multi- Tasking and problem solving abilities, keen learner and team worker with abilities in both Reservations and Sales, in assisting the growth in business in line with the growth
* Ability to adapt to different environments and systems.
* Adept at handling high net worth Agents, Corporate accounts and other travel partners offering them required assistance while maintaining customer satisfaction.
* Effective communicator with excellent relationship building and interpersonal skills and organizational abilities.

**Competencies**

* To ensure standard operation practices are set and followed. Ensure company policies and procedures are followed and if required assist and amend as per requirement.
* To ensure smooth working between agents and customers. To support Sales team through joint calls to potential agents, corporates and trade partners.
* Accompany sales team to visit agents and corporates for sales and product specific training purposes. Coordinating with customers and trade partners to enhance business growth.
* To ensure proper handling of customers without compromise on service standards.
* Excellent communication skills in verbal and written both. Good client facing and negotiation skills.
* Confident and have genuine interest in customer satisfaction. Ability to assess the client’s need.

***Career Summary***

**March, 1997 – September, 1997**

**M/s. Sadhana Travels Pvt. Ltd., New Delhi, India**

**Role: Travel counter agent**

* Corporate and walk in clients handling.
* Responsible for travel arrangements air / train tickets, hotel booking and local transportation etc. for both international and domestic stations.
* Arrange accommodations according to the customer specification and budget.
* Handle all telephonic, walking, email enquiries. Answer phones professionally, courteously and promptly.
* **Airline CRS – Sabre**.

**October, 1997 – April 1999**

**M/s. Take off Travels Pvt. Ltd., New Delhi, India**

**Role: Travel Consultant**

* Catering to Travel requirements of walk-in customers, both domestic and foreign nationals.
* Responsible for travel arrangements air / train tickets, hotel booking and local transportation etc for both international and domestic stations. Ensure reservations and ticketing follow the correct date and format.
* Arrange accommodations according to the customer specification and budget.
* Handle all telephonic, walking, email enquiries. Advising clients on travel arrangements, e.g. visas and passports.
* Handling of all travel related documentation for insurance, visa, passport, emigration.
* Sending out tickets to clients. Keeping clients up to date with any changes. Maintaining client data.
* Perform miscellaneous duties such as arranging conferences and meeting facilities.
* Handling fortnightly sales report to airline (DSR & BSP reporting's) and monthly payments.
* **Airline CRS – Galileo (**for reservation, ticketing and refund process)

**September, 1999 – May 2002**

**M/s. Alsa Travel and Holidays, Abu Dhabi, UAE**

**Role: Counter Travel Agent**

* Responsible for answering all phone calls from corporate and walk-in clients, needing information to any destination and booking such reservations in a timely and efficient manner.
* Arranging proper quotations meeting client requirements, collecting payments and provided customer with travel documentation. Reporting daily sales to Finance on daily basis with all kinds of supporting (LPO / email approval, credit card, cash).
* Keep update of airline rules and regulations, tariffs and other industry requirements.
* Negotiating hotel and package rates with the suppliers and creating flyers for holiday packages, cruise & skiing packages. Also assisting clients with tailor made packages suiting the requirements of clients.
* **Airline CRS – Sabre (**for reservation, ticketing and refund process)

**May 2002 – August 2010**

**M/s. Gray Mackenzie Travel & Holidays (ADMMI), Abu Dhabi, UAE**

**Role: Senior Travel Consultant**

* Responsible for answering all phone calls from corporate and walk-in clients, needing information to any destination and booking such reservations in a timely and efficient manner.
* Collecting payments, and provided customer with travel documentation.
* Keep update of airline rules and regulations, tariffs and other industry requirements.
* Adeptly deal with different airline/airfare contracts and pricing structures.
* Monitored and utilized all in-house contracted vendors for client travel. Cross sold other company products and services.
* With the onset of E-Tickets, was handling Online reservations and web booking of all Electronic ticket enabled Airlines.
* Proactively market, sell and consult with clients in regards to tour, cruise, air, car and hotel products and all other related services.
* Reporting daily sales to Finance on daily basis with all kinds of supporting (LPO / email approval, credit card, cash).
* **Airline CRS – Amadeus** (for reservation, e-ticketing and e-refund).

**December 2010 – August 2015**

**Etihad Airways**

**M/s. Hala Travel Management, Abu Dhabi, UAE**

**Role: Corporate Team Leader**

* Responsible for complete travel arrangements for clients with air, hotel, cruise and ground transportation.
* Handling all ticketing/refunds, secured payments and submitted all payments and paperwork to accounting department. Preparing detailed itineraries upon bookings to ensure accuracy of reservations and provided confirmation to clients.
* Building and maintaining relationship with Airlines, Customers and Suppliers.
* Cost and risk management for company as well as clients through various means (low fare, airline negotiated fares, unused ticket refunds, timely payment follow ups). Obtaining feedback from clients and assist in resolving matters pertaining to service if required. Identifying new customers and market opportunities.
* For refunded/cancelled tickets ensure the amount is credited in the corporate client account or paid back to cash/credit card passengers.
* Handling **BSP ADM/ACM's** – verifying, disputing and arranging necessary paybacks to airline. Managing **UETTR** (unused or partially used tickets) reports on monthly basis and keep clients updated and process refund and provide credit to clients wherever applicable. **BSP Refund Application** – applying and following up with airline for refund credits.
* Validation of supplier invoices and processing payments on timely manner, following up with vendors to ensure extension of payment deadlines when necessary.
* Training new joiners with Amadeus CRS, work procedures, ticketing, reissue refund entries, and conducting other customer service enhancement trainings.
* Handling a team of 9 consultants cum ticketing staff. Responsible for counter operations like daily rosters, weekly off schedules, holiday management & managing floor under short staff situations. For conducting weekly meetings with team, performance review, preparing feedback form and PIP (performance improvement plan) for staff improvement and senior management reviews, quarterly and yearly performance appraisal update for team members.
* **Airline CRS – Amadeus** (for reservation, e-ticketing and e-refund).

**October 2015 – Jul 2016**

**M/s. Sharjah Airport Travel Agency (SATA), Abu Dhabi, UAE**

**Role: Senior Supervisor Corporate Travel**

* Responsible for complete travel arrangements for clients with air, hotel, cruise and ground transportation.
* Handling all ticketing/refunds, secured payments and submitted all payments and paperwork to accounting department. Preparing detailed itineraries upon bookings to ensure accuracy of reservations and provided confirmation to clients.
* Handling holidays section to create new worldwide & Umrah packages, cruise bookings, good relation with worldwide online & offline suppliers for land arrangement. Experience in online booking tools like LOH, DOTW, 24x7, GTA etc and also issuing insurance through online portals like AXA, Oriental, Tune2protect etc.
* Building and maintaining relationship with Airlines, Customers and Suppliers.
* Cost and risk management for company as well as clients through various means (low fare, airline negotiated fares, unused ticket refunds, timely payment follow ups). Obtaining feedback from clients and assist in resolving matters pertaining to service if required. Identifying new customers and market opportunities.
* For refunded/cancelled tickets ensure the amount is credited in the corporate client account or paid back to cash/credit card passengers.
* Attended staff and training meetings, providing training to the new joiners.
* Handling a team of 5 consultants. Responsible for counter operations like daily rosters, weekly off schedules, holiday management & managing floor under short staff situations. For conducting weekly meetings with team, performance review, preparing feedback form and PIP (performance improvement plan) for staff improvement and senior management reviews, quarterly and yearly performance appraisal update for team members.
* **Airline CRS – Galileo** (for reservation, e-ticketing and e-refund).

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* Building and maintaining relationship with Airlines, Customers and Suppliers.
* For refunded/cancelled tickets ensure the amount is credited in the corporate client account or paid back to cash/credit card passengers.
* **Airline CRS – Galileo** (for reservation, e-ticketing and e-refund).

**Academics**

* **PG Diploma in Air Travel and Tourism & Ticketing through Trade Wings,**

**New Delhi, India.**

* **Bachelor in Tourism Studies from IGNOU, New Delhi, India.**

**Personal Information**

**Date of Birth : 18 Sep** **1976**

**Marital Status : Married**

**Languages known :**  **English, Hindi, Malayalam**

**Visa Status : Residence Visa (Husband sponsorship)**

**Shree**