**BIJINA**

# Work Experience - Total 8 Years .

**OBJECTIVE**

**An energetic, self-motivated and hard working Person, who welcomes challenges with good attitude, seeks an opportunity to work in a challenging environment, and to make innovations in an optimistic way to contribute to the growth and development of the Organization and as an Individual.**

**To achieve a responsible position, that gives me scope to apply my knowledge and skills and be part of a team that dynamically works towards success and growth of the organization**

**Key Competencies**

1. **Profound knowledge of IATA regulations**
2. **Operational knowledge of CRS systems Galileo**
3. **Solid ability to handle reservations by assigning flights and ticketing**
4. **Proven ability to work deadlines**
5. **Excellent communication skills**
6. **Ability to work under stressful situations and tight time constrain**
7. **Capable of work both inside and outside in all types of weather conditions.**

# Professional Experience

**Organization : UAE Exchange &Financial Services PvtLtd,Trivandrum,kerala,India**

**Period : 1Year & 7Months ,Since 24th June 2014 To 8th January 2016**

**Designation : Junior Officer**

**UAE Exchange :-UAEExchange is a global money transfer and foreign exchange brand trusted by millions of customers and partners,across the world started over 32 years ago. UAE Exchange travel offers wide range of tour and travel services.**

# Job Responsibilities

* **Issuing domestic and international air tickets**
* **Currency Exchanging and money transfer**
* **Offering excellent customer service to the Building societies members**.
* **Ensuring that the tills balance up at the end of the day.**
* **Daily cash and cheque handling including payments.**
* **Handling all cashier related enquiries from customers.**
* **Processing all incoming payments received by mail, fax and email.**
* **Process all inter company payments.**
* **Visa Stamping ,Passport works ,tour operations and other mis related works.**
* **Monitered and communicated airline schedule changes and flight cancellations**
* **Ensured all issues relating to ticketing complied with best practice.**
* **Maintaining good relationship with customers .**
* **Worked well to achieve targets and ensured that all queues and updates were regularly checked.**

**Organization : Caravan Tours & Travels, Trivandrum, Kerala**

**Period : Six Year Six Months from June 2008 to March 2013**

**Designation :Reservation Executive &** **Cashier**

# Job resposibilities

* **Administration & Organization**

**Created highly effective organizational and filing systems, including quick and thorough indexing, filing resulting in easy access to critical information and streamlined office functioning.**

* **Communication & Client Relations**

**Answered a high volume of incoming calls and in-person inquiries from clients and colleagues; treated each person with respect and provided information and referrals.**

* **Ensuring that the tills balance up at the end of the day.**
* **Handling all cashier related enquiries from customers.**
* **Daily cash and cheque handling including payments.**
* **Issuing domestic and international air tickets.**
* **Passport and visa stamping related works.**
* **Ensures that ticket sales are completed accurately and to the satisfaction of the passangers.**
* **Performed accounts payable functions for construction expenses.**
* **Managed vendor accounts, generating weekly on demand cheques.**
* **Examine passanger ticket or pass to direct passenger to specified area for loading.**
* **Managed financial departments with responsibility for Budgets, Forecasting, Payroll, Accounts Payable and Receivable.**
* **Coordinated monthly payroll functions for employees.**
* **Administers,supervisors,and tracks ticket sales for agency ,phone and internet ticket sales.**
* **Works with both employees and customers in handling complaints and resolving the issues.**
* **Works constantly increase the market for ticket sales.**
* **Suggests travel itineraries for customers.**

# Academic Qualification:

* **Diploma in Indian & Foreign Accounting(IAB Certification)**
* **Foundation Course Diploma In IATA-UFTAA fromSwastik, TVM,kerala India.**
* **Diploma course in Travel & Tourism Management & EBT , Swastik, TVM**
* **Certified reservation training fromSwastik, TVM .**
* **Pursuing Post Graduation in Functional Hindi, Kerala University(Distant).**
* **Graduation in Functional Hindi, Kerala University.**
* **Secondary School :Plus Two-From Board of Higher Secondary Examination,Kerala-2007.**

# Computer Knowledge :

**Platforms : Windows 7.95/98, XP**

**Office Packages :Galileo,Amadeus(reservation sytems),MS-Office (Word, Excel),Tally,ERP.**

**Highlight**

* **Cash handling accuracy,**
* **Loss prevention**
* **Mathematical aptitude**
* **Organised**
* **Detail-orientated**
* **Time management**
* **Excellent multi-tasker**
* **Strong communication skills**
* **Flexible schedule**
* **Upbeat personality**

**LANGUAGES KNOWN : English, Malayalam, Hindi, Tamil**

# PERSONAL DETAILS:

**Date of Birth : 06/04/1987**

**Sex : Female**

**Nationality : Indian**

**Maritul Status : Married**

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