

**ROBIN**

[**ROBIN.292342@2freemail.com**](mailto:ROBIN.292342@2freemail.com)

# CUSTOMER SERVICE & RESERVATION

**Looking at the roles and the responsibilities of this position that includes a grasp of hospitality, I believe my present skills in the industry enable me to make full use of my managerial skills and communication skills, to fulfil the demands of this position. I have been well-developed written and oral communication skills along with a good exposure for working in diverse cultures, which are essential for success in this role.**

# **CAREER GRAPH**

* **Currently** working with Altayyar Tours and Travels, Saudi Arabia in reservations and refunds.
* **3 years** in reservations and sales at **Saudi airlines** city office, Kochi, India.
* **1.3 years** in reservations at Muthoot Travel Mart, Kochi, India.

# PROFESSIONAL HIGHLIGHT

* Great attention to details time management skills.
* Young, energetic and enthusiastic who can work under pressure and meet deadlines.
* **Good working knowledge** in control system.
* **Good communication skill** along with an ability to deal with customers, solving their problems.
* **A good team player** who can also work under minimum supervision.

handle clients, consultants & employees.

* Have **excellent communication skills in English, Hindi** and **Tamil.**
* Proven ability to learn, work and advance in a fast paced busy work environment.
* Exceptional communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.

# SKILLS INVENTORY

**EDUCATIONAL QUALIFICATION**

* **MBA in Human Resource** from NIBM institute in 2015.
* **B.com from** SHOBIT MERUT University in 2013.
* **Foundation in Travel and Tourism (IATA/UFTAA)** in 2011.

**COMPUTER SKILLS**

* **Computer Reservation System: Amadeus, Galileo**
* MS Office ( Word, Excel, Power Point and Outlook ), internet and its Application

# ACHEIVEMENTS

* Investigated and resolved customers issues and complaints regarding operational matters
* Handled all queries and client feedback in a professional manner.
* Supported seniors in performing management functions such as training and expanding business plans.
* Documented and prepared reports on management and information systems; presented same to manager.

# DECLARATION

I certify that the data furnished above are correct to the best of my knowledge and assure that I may be disqualified if the above details are bound to be incorrect. If my CV meets with your requirements, I assure that I will carry out the duties entrusted to me loyally and to the entire satisfaction of my Superiors.