**Iryna**

[Iryna.316632@2freemail.com](mailto:Iryna.316632@2freemail.com)

**Professional Experience**

**Emirates Airlines January 2015 to May 2016**

**Customer Service Representative**

* Taking calls globally and assisting customers with their travel needs.
* Researching travel options & presenting the best deals based on client requirements
* Issuing and amending of travel tickets.
* Offering and booking other services such as chauffeur driven cars, meals and seats etc...)
* Managing high valued customer profiles using the Emirates Customer Relationship Management System (CRM).
* Ability to achieve the Emirates sales targets and objectives.
* Consistently delivering on the Emirates brand promise by providing unrivalled customer experience.

**Tez Tour Travel Agency September 2013 to January 2015**

**Travel Consultant**

* Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa and Far East.
* Handling incoming calls from direct customers and travel trade.
* Ensure all bookings & reservations are processed accurately.
* Filing, photocopying and general administrative duties.
* Building strong relationships with clients.
* Up selling relevant add-ons, like, insurance, excursions, currency etc.
* Negotiating corporate and best rates with hotels.

**Education and Training**

* **Belarusian State Linguistic University**, Belarus

Contemporary foreign languages, 2014

* **Emirates Airline**, United Arab Emirates

Emirates Foundation programme Certificate

**Computer Skills and Languages**

* Proficiency in Microsoft office (Word, Excel, Outlook and PowerPoint)
* Fluent in Russian, English, Spanish. Basic knowledge of Arabic

**Personal Information**

* **Date of Birth**: 12 February 1992
* **Nationality**: Belarussian
* **Driving License**: valid UAE