**J A N E T**

**Email :** janet..333717@2freemail.com

# C O R P O R A T E S K I L L S

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Client Servicing – Expertise in office administration - Management skills – Expertise in Communication and data management

# P E R S O N A L S K I L L S

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* Strong interpersonal and customer service skills
* Good organization and negotiation skills with a 'can do' attitude
* The ability to work well as part of a team
* Quick learner and ability to complete work on any given task
* Positive attitude and capable to work under pressure

### Excellent communication etiquettes

* Goal-oriented, active, self-motivated, determined and hardworking

# A C A D E M I C Q U A L I F I C A T I O N S

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* Passed T.Y.B.A (Graduate) from Wilson College, Mumbai University in 2010
* Passed H.S.C from Wilson College, Maharashtra Board in 2007
* Passed S.S.C from St. Joseph’s High School, Maharashtra Board in 2005

# A D D I T I O N A L Q U A L I F I C A T I O N S

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* Airline Diploma course from Kuoni Academy, Mumbai India
* Microsoft Office & Internet applications

# P E R S O N A L D E T A I L S

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Date of Birth : 04th January, 1989

Marital Status : Single

Languages Known : English, Hindi, Marathi, and Konkani

Currently Residing : Deira Dubai, UAE

# P R O F E S S I O N A L E X P E R I E N C E

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**DUVIA TOURISM LLC – DUBAI** (September 2015 till date)

**Job Title:** Reservation Executive

Job Description

* Receiving booking request from our co operate company for hotel reservations worldwide
* Getting quotes from hotels, following up for the bookings / check in / payments
* Making hotel reservations, arranging transfers, meeting rooms worldwide
* Making contracts with hotels for better rates
* Keeping records for guests and hotels
* Maintaining good relationships with the suppliers/Hotels worldwide
* Preparing of reservation forms and daily reports
* Preparing invoices and keeping records of payments done by company to all hotels
* Tracking the clients if there is no show or any problems with the bookings
* Find a spontaneous resolution to problems
* Promote the organization
* Report regularly to team leader on all activities relating to the role

**CAESARS TRAVEL CO. W.L.L – KUWAIT** (November 2013 to June 2015)

**Job Title:** Consultant

Job description :

* Providing an efficient, courteous, and responsive travel booking service
* Making hotel reservations worldwide
* Negotiating corporate and best rates with hotels and suppliers.
* Handling B2B Agents in Kuwait Market (PSA for Ezeego and Ottila International)
* Handling Co operate clients with their travel requirements for Hotels
* Ensure all bookings & reservations are processed accurately
* Assisting in Handling group departures and arranging FIT packages by Cox & Kings Limited
* Responding to all phone enquiries promptly, courteously and in a friendly manner
* Filing, photocopying and general administrative duties
* Preparing of reservation forms and daily reports
* Building strong relationships with clients
* Up selling relevant add-ons, like, visa, excursions etc
* Monitoring bookings throughout the working day

**ANJMAL TRAVELS & TOURS, MUMBAI, INDIA** (May 2010 to August 2013)

 **Job Title:** Travel Consultant

Job description:

* Coordinating and multi-tasking job duties in a busy environment.
* Providing excellent customer service as per hotel standards.
* Making hotel reservations.
* Providing information regarding the Hotel, town attractions, activities etc.
* Maintain up-to date information on room rates, current promotions, offers.
* Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Filling and arranging all documents for applying Visa