**SWETHA .**

Personal Data:

E mail : [**SWETHA.336206@2freemail.com**](mailto:SWETHA.336206@2freemail.com)

DOB: 12-11-1989

Nationality: Indian.

OBJECTIVE

Dedicated customer service representative motivated to maintain customer satisfaction and contribute to company success. Seeking suitable assignment with a growth oriented organization which provides me career growth by offering me an opportunity to exhibit my talent and potential.

EDUCATIONAL QUALIFICATION

* Integrated Diploma In Airport Management- (IDIAM) 2011.
* IATA/UFTAA Foundation Course, 2010.
* IATA/UFTAA Consultant Course, (Montreal Canada) at

PATRIOT Aviation College, Thrissur,2010-11.

* Computer Reservation System - GALILEO (International) 2010.
* Bachelor of Computer Application (BHARATHIYAR UNIVERSITY-2010)

HIGHLIGHTS

* Over four years of experience in customer service field.
* Honest, confident, punctual
* Languages: fluently reads and writes English, Malayalam
* Person with firm belief in GOD.
* Tolerant and flexible to different situations.
* Fully committed to providing the highest possible standards of customer service and support.
* Able to lead others in high-demand situations, managing group interactions.
* Enthusiastic in best possible achieving the results.
* Enjoy working with public and diverse populations
* Strong computer skills in Microsoft Word and Excel.

EXPERIENCE

*CUSTOMER SERVICE AGENT*

**AIRINDIA LTD, Cochin International Airport Ltd. NOV 2012 – SEP 2016**

* Responsible for managing and directing front office.
* Provided support to professional staff members.
* Responsible for creating databases of client's information.
* Ensure superior service at all levels to internal and external customers.
* Developed an effective phone selling technique involving

1. Listening carefully for key concerns of the customers.
2. Representing Company in a positive light.

* Complaint Handling
* Promote and sell airline products, passenger Check-in procedures up to boarding(DCS).
* Issuing, re-routing or rebooking tickets(SITA , RADIXX)
* Answering questions about airline regulations

*RESERVATION AGENT*

**AKBAR TRAVELS, THRISSUR MAR 2012 - AUG 2012**

* Taking care of the administration work in the office.
* Marketing company products
* Meeting and negotiating with clients
* Customer care
* Help customers make travel plans, and work with computers to resolve problems.
* Issuing ticket in AMADEUS platform.
* Checking queues
* Managing all incoming calls for reservation department and ensure giving to response all queries and maintain professional relationship and atmosphere at all times.

References available upon request