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| C:\Users\zhong\AppData\Local\Microsoft\Windows\INetCacheContent.Word\0ec3fec7-0474-46fb-9789-79e0b76f4b1e.jpg |  AmrinAmrin.341226@2freemail.com  |
| Objective | To obtain a creative and challenging position in an organization that gives me an opportunity for self-improvement and leadership, while contributing to the symbolic growth of the organization with my technical, innovative and logical skills |
| Skills & Abilities | Strong motivational and leadership skills. Ability to produce best result in pressure situation.Excellent communication skills in written and verbal both. Ability to work as individual as well as in group.Proficient on computer skills specifically MS Word, Excel and PowerPoint. |
| Experience | **Customer Service Agent at *Emirates Airlines*****March 2010 – November 2010****Mumbai International Airport, India.*** Prepares for customer inquiries by studying products, services, and customer service processes.
* Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
* Records customer inquiries by documenting inquiry and response in customers' accounts.
* Improves quality service by recommending improved processes; identifying new product and service applications.
* Accomplishes customer service and organization mission by completing related results as needed.

**Office Administrator at *Sangita Institution*.****February 2008 – November 2008****Mumbai, India*** Updating and maintain database such as mailing lists, contact lists, and client information.
* Co-ordinate and organize appointments and meetings
* Retrieve information when requested.
* Dealing with queries on the phone, by email and social media.
* Assists in the preparation of department budget and expenses.
* Resolves administrative problems by Coordination Preparation of reports, analyzing data and Identifying Solutions.
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| Education | B. Com (Bachelor of Commerce in Accounting), ***Mumbai University***Diploma in Office Automation Accounting Package Tally at ***St. Angelo’s Computer Education***, Mumbai, IndiaDiploma in **International Airline and Travel Management** at ***IITC***, Mumbai, IndiaTraining for CSA at Mumbai, India |
| Personal Information |

Date of Birth: 8th April 1989

Languages: English, Urdu, Hindi and Marathi

Civil Status: Married

**Visa status: Residence Visa (Husband Sponsored)**