

Contact HR Consultant for CV No: 341783

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Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**Profile**

Multi-lingual person willing to go the extra mile to provide exceptional customer service. Dynamic person who Seeks new challenges and opportunities for professional growth and advancement. Brings knowledge of exceptional customer service and willingness to work a flexible schedule.

**(Visa Status** **-** 90 days visit visa (tourism), 27/01/2017 to 20/04/2017**)**

**Knowledge Base**

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| --- | --- |
| * Safety-oriented | * In-flight virtual Crew training |
| * Energetic work attitude | * Skilled multi-tasker |
| * Superior communication skills | * Adaptable |
| * Team player | * Organized |

**Education and Training**

***Professional Diploma*:** Aviation, Hospitality and Travel management, 2015

**Frankfinn Institute of Airhostess Training – Bangalore, Karnataka, India**

* Coursework in Aviation, Hospitality and Tourism Management
* International Studies coursework
* Coursework in Travel and Tourism
* Professional Training in Customer service.

**Certifications**

* ICM certificate
* Frankfinn diploma certificate
* Galileo certificate
* (UDAAN) customer service programme certificate

**High School:**

* **PUC**:Maharashtra board of education **- Maharashtra junior college, Maharashtra, INDIA.**
* **SSLC**: Hyderabad board education – **Sri Vivekananda public school, Guntur, Andhra Pradesh, INDIA.**

**Relevant Achievements**

* Presented projects and assignments to group of trainers.
* Worked independently and as part of a team to achieve goals given by trainers.
* Have qualified in Galileo and Fidelio software.

**Work Experience**

**ORDO INFOTECH SERVICES PVT.LTD – Business Development Executive**

* In this role i was trained to enable our clients to effectively manage their business and bring greater customer engagement.
* I try to understand the changing needs of our clients and deliver best-in-class services.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* Dealing with any enquiries on phone calls, online, email, personally meeting, etc.
* I am well equipped to partner with all our clients, help them focus on their core activity and maximize their performance.
* Data entry onto internal systems.
* Reporting any problems to the program head of the company.
* Thinking of people’s requirements and organization’s growth.
* Making my customer comfortable and satisfactory with their needs.
* I focus on unique skills that contribute to our partner with many clients across the globe and Ordo organizations, to make these skills provide them with seamless and coordinated services.

**Experience –** 2 years, 7 months of experience as Business Development Executive

**Key responsibilities handled**

* Manage and listen the issue of customer.
* Responsible to handle the queries in a calm way.
* Make daily work plan to ensure the quality services.
* Manage conflicts, disputes and challenging situations.
* Insure the satisfaction of customers.
* Train the new employees.

**Languages**

* **VERBAL**: English, Hindi, Telugu, Malayalam and Tamil.
* **WRITTEN**: English, Hindi and Telugu.

**Activities**

* Reading novels and Biography
* Travelling
* Hobbies : Singing, Dancing

**Skills**

* Patience
* Positive attitude
* People oriented
* Problem solving
* Organized and focused
* Adaptability – Ability to work under pressure

**Declaration**

I hereby declare that the above given information are true to the best of my knowledge.