

Contact HR Consultant for CV No: 341785

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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**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 (tourist), 27/01/2017 to 20/04/2017 **)**

**Knowledge Base**

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| --- | --- |
| * Safety-oriented | * In-flight virtual office background |
| * 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**

* Successfully completed short term Advanced English course from Inlingua.
* ICM certificate
* Frankfinn institute certificate
* Galileo certificate
* (UDAAN) customer service programme certificate)

**High School : Commerce,**2014

**Maharishi vidya mandir** – Hosur, Tamil Nadu, 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 worked with our clients as their most preferred partner and our capabilities enable them to overcome business challenges, anticipate and manage change and propel their enterprise forward.
* Deal directly with customers either by telephone, electronically or face to face.
* Handle and resolve customer complaints.
* Organize workflow to meet customer timeframes.
* Prepare and distribute customer activity reports.
* Communicate and coordinate with internal departments.
* Follow up on customer interactions.
* I was working for pre-sales team, doing B2B for the product we have designed and launched.
* I am well equipped partner with all our clients and help them to focus on their utmost required activity and trying to maximize their performances.

**Experience –** 2 years, 7 months of experience as Business development executive

**Key responsibilities handled**

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

**Languages**

* Bilingual Hindi / English
* Bengali / Tamil (spoken only)

**Activities**

* Riding Bikes
* Playing Cricket
* Social Networking
* Hobbies : Video gaming, Playing Cricket, 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.