**CURRICULUM VITAE**

**REYNAL**

**Email:** **reynal.344431@2freemail.com**

**Date of Birth 03.09.1988**

**Languages Known English, Hindi**

**Marital Status Married**

**Nationality Indian**

**Visa Status Visit Visa**

**Objective:**

**Being a travel consultant with 6years stout experience aiming expansion of my skills and abilities to achieve personal and organizational growth and benefits.**

**Summary of Key Skills**

Knowledge about the various tourist destinations, available facilities and suitable visiting time.

Ability to interact with the clients in a friendly manner and provide them with accurate, detailed and complete travel information

Excellent network with associates and other consultants to make reservations for hotels, flights and at tourist places.

Updated with the latest news and coverage about the political, social and economic scenario of a particular country.

A thorough professional while handling responsibilities and being answerable for the positive and negative feedbacks from clients

Positive thinking abilities and mindset to resolve issues within time frame

**WORK EXPERIENCE**

**LAWSON TOURS & TRAVELS PVT. LTD, Mumbai India. January 2011 to December 2016**

**Designation: Travel Consultant**

* + Galileo Reservation System
	+ Abacus Reservation System
	+ Amadeus Reservation System
	+ Rebooking and Rerouting & Refunds
	+ Handling reservation on low cost all airlines.
	+ Updating weekly fares/deals/offers from airline. Follow up waivers from airline. Correct billing for all tickets issued.
	+ Working on all three CRS/GDS ( Galileo/ Abacus/ Amadeus)
	+ Clients handling, bookings and following up with the clients on the reconfirmation of the booking on time.
	+ Handling IATA agents & Non- IATA agents query with correct pricing, issuance & re-issuance’s
	+ Handling re-issue with & without ADC
	+ Handling cancellation and part refund for all clients
	+ Looking after day to day office operation & supervising the team.
	+ Answerable for all routine work, manage and verify of all documents.

**SAUDI INTERNATIONAL TRAVELS, Mangalore-India. April 2010 to October 2010**

**Designation: Counter Executive**

* + Answerable for all routine work, manage and verify of all documents
	+ PNR Creation, Blocking
	+ Handle walk-in clients and agents
	+ Responsible for all back office related activities, which includes handling queues, handling advanced fares and tickets etc.
	+ Maintaining highest standards of customer service, for both inbound and outbound calls in order to ensure customer confidence.
	+ Knowledge in issuance, reissue, Cancellation & refund of domestic and International air tickets in Galileo, Amadeus and Abacus.

**Educational Qualifications**

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| --- | --- | --- |
| **Qualification** | **University / Board** | **Year** |
| Bachelor of Commerce | Mangalore University | 2009 |
| Master of Commerce | Mangalore University | 2017\* (Part I completed) |

**Professional Qualifications**

**IATA UFTAA Foundation course from Globe College of Travel and Tourism, Mangalore – India**

Diploma in Computer Applications from Karnataka Computer Academy, Udupi

Good working knowledge of Amadeus, Abacus and Galileo.

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date: REYNAL