CURRICULUM VITAE

Aanchal

Email:

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Objectives

A Highly motivated and ambitious individual, keen on developing career in Travel industry. Possessing excellent business development and management skills and having the ability to work with the minimum of supervision whilst leading by example.

Work experience :

Duration: 1st May 2007 – Till Date.

American Express Global Business Travel - Mckinsey & Co.

Working with Amex GBT as a Operations Team leader Corporate Services since Jun’16.

**Job Profile: Operations Team Leader (Jun-2016 – till date)**

* Responsible for Leading and managing the corporate Travel desk for Corporate Mckinsey & co. corporate for Mumbai and Bangalore location.
* Drive Travel counsellor performance to achieve customer satisfaction, meet SLA’s.
* Assisting on all Reservations and Ticketing related issues on GDS.
* Responsible for catering to all types of Travel services for the corporate: bookings, cancellations, Redemption Bookings, Meet and Assist, Visa’s and special services.
* Impart trainings on regular basis for GDS, Fares and Ticketing and customer Service.
* Managing the fare and ticketing agreements with Airlines for the corporate and to ensure a best and the most competitive deal across the market.
* To ensure continuous raise in the client service and provide a seamless travel experience to all the corporate passengers
* Leading travel counsellor at Visa desk by AEGBT which involves vendor management and consulate processes.
* Responsible for Finances of the revenue generated by the corporate and detailed reporting if the same to accounts.
* Driving Revenue through Hotel sales and generating the expected revenue
* Participation in negotiation of fare deals with Airlines and corporate along with Amex GBT.
* Provide constant reviews / updates and feedback on areas of potential risks and opportunities to identify these risk elements to operations / stakeholders and take appropriate corrective and/or mitigation measures.
* Act as point of contact for service interruptions and management of service impacting incidents.
* Responsible for maximising efficiency and occupancy while meeting service objectives
* Work with operations / training and scheduling to coordinate multi-skill training for existing agents identified as opportunity for performance improvement.
* Oversee communication to new hires on real time and near real time processes.
* Recruitment of new Travel and Visa counsellors.

British Airways (CALL BA Pvt Ltd.– BA contact centre)

Worked with British Airways Subsidiary since 11 Feb 2011 – 28 Feb 2016

**Job Profile : Business Team Leader (Nov-2014 – Feb-2016)**

* Leading and managing a team of 15 Contact Centre Agents and 1 supervisor mainly responsible in generating Revenue and achieving customer satisfaction targets.
* Team is involved in dealing with Reservations and ticketing for Executive club members of British Airways mainly US, UK and Asia Pacific members. Account handling of Executive club members also a part of the KPI.
* Responsible for the performance management of the team and training them on developing Selling/customer service skills.
* Responsible for transitioning the business into the contact centre and for smooth going live of new projects.
* Providing ongoing coaching and development to the team to maximise performance.
* Delivering Revenue targets set by the company and making a set plan to achieve the desired Revenue targets through Selling Fresh tickets, upgrades, Hotel and car packages and ancillaries.
* Analysing and utilising Tactical fares to increase the sales for a particular market depending on the seasonality.
* Liaising with Accounts team in the corporate department to introduce new Tactical fares based on the market trends and analysis.
* To maintain the highest standards of customer service to ensure customer confidence, satisfaction and loyalty and act as a role model to champion the needs of the customer within the team.
* To carry out the role of technical expert within the team to resolve any queries or issues related.
* To analyse relevant performance and business data to identify opportunities for improvements, efficiencies and determine the level of resources required for the operation (Rostering).
* Played leading role in an ongoing programme of process and quality improvement through the implementation of new technology and new working methods.
* Participated in the recruitment and selection of Contact Centre Agents
* Worked with related departments for smooth transitioning of a new business project to the contact centre.

**Job Profile: Training Co-ordinator (Aug 2012- Nov2014)**

* Training new delegates on courses such as Faring, Ticketing, Servicing as per IATA Regulations.
* Imparting GDS training: Amadeus, Pegasus, In built British Airways Software.
* Developing potential to deal with premium and frequent flyer member of the airlines.
* Training on ancillary products packaging (Flights, Hotels, Car hire) and Baggage handling.
* Developing/editing training package/materials for new course

**Job Profile: Telephone Sales Agent (Feb 2011- Aug 2012)**

* Reservation and Ticketing of fresh bookings for British Airways and OneWorld partner carriers.
* Primarily a part of the Sales team and responsible for meeting Revenue targets.
* Handled change/cancelling booking calls of British Airways passengers under IATA guidelines.
* Worked in Frequent Flyer Department (Executive Club Department) and dealing with the account related queries. Handled Premier member/Priority member queries.
* Complete packaging of tours and designing tour packages for passengers including mainly Europe, USA region.
* Handled Delayed/damaged/pilfered Baggage Queries of British Airways passengers on Worldtracer.
* Handled Trade support which includes dealing with Travel Agents and their queries.

WNS Global Services

Worked as a Sr CSA since May 2008 – Feb 2011 with sales process of the brand Travelocity.

* Job profile includes making flight, hotels ,car rentals as well as package sales.
* Responsible for meeting Revenue and conversion targets.
* Moved as a TQ mentor for mentoring new delegates.

RR Infosolutions Pvt Ltd.

Worked as CSA from May 2007- May 2008 in mortgage process.

Qualification

* Completed 12th from C.B.S.E Board in the year 2007 with First Grade.
* Completed Graduation in English Literature and Education from CSJM University in the year 2010 with First Grade.
* Completed Masters in Tourism management (MTM) from IGNOU in Dec 2013 with First Grade.

Skills

* GDS Knowledge- Amadeus and Galileo
* Excellent Geography knowledge.
* Complete knowledge of Fares and Ticketing under IATA regulation.
* Proficient on MS Office Excel.
* Complete knowledge of Visas.

Initiatives and Achievements

* Have attended “Essentials of Training Delivery” at British Airways office in Waterside, London, United Kingdom.
* Have worked closely with Project management team of British Airways across the Global contact centre for developing/transitioning new projects.
* Have worked in the revenue development team to meet the company’s revenue targets.
* Have attended “Tailor-made” course of Leadership and Management at the British Airways office in Waterside, London.

Competencies

* Good and effective communication skills.
* Perfect command over English language.
* Keen to work in challenging situations.
* Fast Learner and adapt to pressure situations.
* Work effectively with diverse groups of people.
* Friendly with an upbeat attitude.
* Ambitious and committed to excellence.
* People Management skills and Leadership qualities.

Personal Information

Date of Birth : 26 April 1990

Gender : Female

Nationality : Indian

Marital Status : Single

Interests : Travelling and Dancing

**Aanchal**