**CURRICULUM VITAE**

**Manish**



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Visa Status: Visit Visa

**Career Vision:**

Obtain a Respectable Position in the service industry where I could shoulder the job responsibilities in the professional environment and attain self-growth as well.

**Key Strengths, Skills, and Abilities**

* Willingness and ability to shoulder any relevant job responsibility
* Profound knowledge of the integral airline processes and procedures
* Proven ability to handle all the airline ticketing and reservation procedures
* Commendable proficiency in operating relevant Microsoft Office tools and web-based applications
* Proven efficiency in handling stressful situations and complicated airline practices
* Quick and accurate comprehension and interpretation of the office documents and ability to handle daily correspondence competently
* Capability to work for longer durations with equal efficiency
* Possess exemplary written and oral communication skills
* Commitment towards prompt and courteous customer service and utmost customer satisfaction

**Professional Synopsis**



**CALL BA INDIA PRIVATE LIMITED (A Subsidiary of BRITISH AIRWAYS Plc.)**

British Airways is the UK's largest international scheduled airline, flying to over 550 destinations at convenient times, to the best-located airports. The British Airways group consists of British Airways Plc. and a number of subsidiary companies.

**Training coordinator, Call BA, British Airways Plc. (September 2010-Till date) –**

**Job Description -**

* Training new delegates on courses such as Faring, Ticketing, Servicing as per IATA Regulations.
* Imparting GDS & travel software training: Amadeus, World tracer, Pegasus, inbuilt British Airways Software.
* Developing potential to deal with commercial & frequent flyer member of the airlines.
* Training & developing behavioral aspect and to develop a thoughtful approach to delivering excellent customer service.
* Delivering Being Thoughtful sessions and training delegates on lost Baggage handling skills.
* Developing/editing training package/materials for new course
* To provide full support related to the training and development needs of people in CallBA.
* To help develop a comprehensive and cost-effective Development Plan for the area that accurately reflects the Development needs of the people.
* To design and deliver classroom based training programs.
* To coach agents when required and to support Team Leaders in monitoring performance.
* Assist in the creation of quality standards, performance improvement goals and drive improvements.
* Work closely with the Quality coordinators to improve quality.
* To identify Line Trainers and Quality coordinators, coach and support them.
* Evaluate the performance of Line Trainers on an ongoing basis.
* Promote team-building activities within CallBA.
* To support the People & Organization Development Manager in ascertaining the training budget requirements for CallBA.
* Collect, analyze and action feedback received from trainees.

**Global Staff Travel Agent, Call BA**

**Job Responsibilities:**

* Providing assistance to British Airways Serving and Former Staff.
* Navigating and helping the Staff to reinstate and manage their profile online.
* Ensure First Call Resolution
* Responsible for maintaining the accuracy of information given and documented.
* Give briefings, training/refresher sessions as and when required.
* Trained on Global Staff travel on various markets – India, USA, Germany, Australia, New Zealand and the United Kingdom.

**Providing assistance to British Airways Staff in:**

* Make offline bookings irrespective of staff’s concession types
* Manual calculation of fare and taxes.
* Creating different Transitional Stored Ticket (TST) as per various passenger type codes (including fare calculation ladder, basic fare, applicable taxes, and passenger type codes, validity and baggage allowance.
* Storing TST into the booking.
* Issuance of tickets and mailing tickets to staff members.

**Promotion through Internal Job Posting**

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Promoted as line trainer in March 2012.

Responsibility to organize and complete training on Global staff travel and Baggage vertical.

Line trainer is a horizontal growth in the organization and has given a lot of exposure in the training vertical.

In March 2015 got promoted as a Training Coordinator. Also got cross trained on the commercial market and this gave me an opportunity to explore and train delegates on yet another BA product including staff travel and baggage vertical.

**Achievements in CALLBA**

* Working as a Training coordinator, Call BA, British Airways Plc.
* Firstly got promotion as Line Trainer in 2012.
* Awarded Super Star of the week twice in 4 weeks in FEB & MAR2012.
* Won Best Team member of the Quarter in 1st Quarter of 2012-13.
* Won Championship League – Champion award for Staff travel & Baggage in 3rd Quarter of 2012-13.
* Won CallBA Champ – Top performer for the 1st Quarter of 2013-14. Became Certified as Being Thoughtful Trainer in Sep 2015
* Awarded by Head of BA contact centers Mr. John Wells - Annual Achievers Award & People’s Choice Award – 22nd April 2016



**One Touch Solutions (India) Pvt. Ltd.**

**Business Development Executive, 06th of July 09 to 20th August 10**

OTS is leading software solutions and services providing company, with a determined focus on providing high quality and cost-effective customized software solutions and services to its clients. OTS Solutions also provides Business Process Outsourcing services and helping business Clients with their back office operations, so that they (The Clients) can focus on their core business activities in a better way.

**Job Responsibilities:**

* To target and develop new business from targeted market through industry mapping and lead generation.
* Qualifying the leads by making basic research on the companies from the database based on their Market Capitalization, Revenue, Sales, Geographic spread and No. Of employees. Sources used: **Hoovers, Manta, and D&B** apart from usual Google searches.
* Developing Marketing Collaterals, Business Proposals, Business Agreements, Business scripts and presentations on different industries.
* Grooming and guiding a team of business development executives.
* Direct point of contact with the clients and assisting my Director Business Development Manager located at our onsite location in various activities.
* Targeting different financial domains in different Provinces in Canada.
* Generated healthy business from Insurance and Investment Industry with outstanding results. Worked upon Industries like Mortgages, Investment and securities & financial planners.



**I-Energizer (India) Pvt. Ltd.**

**Senior Customer Sales Consultant, March 19th, 2007 till January 05, 2009**

I-Energizer undertakes Business Process Outsourcing (BPO) projects in voice-based & web based processes as well as provides back office support in Finance, Banking, HR, Claims processing-Insurance, and Healthcare etc. to leading Fortune 500 companies around the world.

**Job Responsibilities:**

* Assisted all North American passengers on **BA.com** in terms of their: **A**. Existing PNR.

**B**. Creating new bookings.

**C**. Re-booking for cancelled flights and Re-issue for re-routings.

**D**. Assisting passengers by disclosing all the information related to the Journeyintended.

* Shared daily updates with the team as and when required.
* Started the one-on-one session with the team to improve the individual process and product knowledge and also to enhance call-handling efficiency.
* Monitored team calls so that each team associate follows the same quality parameters given by the client.

**TOOLS:**

**Worked on tools like:**

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| --- | --- | --- |
|  | World span | Global Distribution System |
|  | Amadeus | Global Distribution System |
|  | Pegasus | Amadeus based CRM. |
|  | BA Intranet | For live BA updates |
|  | DCS | Departure Control System. |
|  | World Tracer | Lost Baggage Filing and Tracking system. |
|  | CRM | To capture inbound call demo graphs for BA. |



**Delhi Call Centre** (DCC)

**Customer Sales Executive, 05th July 05 to 12th march 07**

Delhi Call Centre caters to the requests of all customer-centric industries that need expert services for managing their customers effectively, competently and professionally. The company offers both outbound and inbound call centre services to offshore clients.

**Job Responsibilities:**

* Worked for UK outbound sales process and used to sell wireless connections to UK market. (T-Mobile postpaid connections)

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Over achieved the sales target for consecutive 4 months.

In September 2006 T-Mobile agreement was terminated with DCC. The new process for telephone services in Australia was introduced in 2006 and I was given the opportunity to work and perform for Viptel mobile.

(Authorized dealer of Optus Network in Australia) in the same premises.

**Exposure to Computers:**

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MS-Office Diploma in 2003

DTP diploma of Six months from {Indian Institute of Computers} Delhi Professionally equipped with the basics of Computer & Internet.

**Special Aptitude:**

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Fast learner

Positive Attitude

Hard working

Enthusiastic & Always enjoy my work.

**Education, Awards and Training**

* Graduate in Commerce from Sunrise University
* Basic Reservation from Amadeus – British Airways
* Awarded by Head of British Airways contact centers Mr. John Wells - Annual Achievers

Award & People’s Choice Award – 22nd April 2015

**Personal Details:**

Single. Born on 14th July 1984, Strengths are Good Interpersonal, oral and written communication skills, Confident enough, Ambitious and Career Oriented. Interests and Activities include Singing, Reading Mythology & Listening to all types of music.

**Signature**

Manish