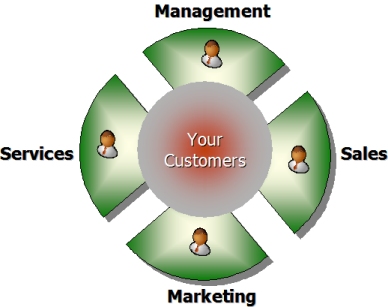
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| **JIJO**  [**JIJO.357110@2freemail.com**](mailto:JIJO.357110@2freemail.com) | image 5.jpg |

**SKILL SET**

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Airline Ticketing & Creating New PNR

  
Client Relationship Management

Debt Recovery Management  
   
  
  
  


**OBJECTIVE**To work with the process of learning and wish to serve a company, and to work for a long time with honor and dignity .Seeking assignments in Reservations and Ticketing / Client Relationship Management / Service Operations / Public Relations / Retail Operation with an organization of high repute, preferably in GCC country.

**PROFILE SUMMARY**Nearly 05 years of experience in Reservations and Ticketing, Client Relationship Management, Training & Development, Retail Operations. Adroit in ensuring delivery of high quality services and achieving continuous high customer satisfaction with revenue generation. Flair for identifying & adopting emerging trends & addressing industry. Deftness in setting out quality standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA.  
  
Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence. Skilled in managing teams to work in sync with the corporate objectives & motivating them for achieving business and individual goals. An effective communicator with excellent relationship building & interpersonal skills backed by strong analytical, problem solving and organizational abilities.

**CORE COMPETENCIES**

* Creating new Reservation on Global Distribution System (Sabre , Amadeus)
* Discuss client requirements and provide advice on destinations, tours, accommodation and flights.
* Liaise with agents, accommodation owners, airlines and other transport providers.
* Co-ordinating with staff of other Airlines at the time of Disruption
* Proactively marketing , sell and consult with client in regards to tour ,cruise , air , car and hotel products and all other related services Reinstating declined reservations to enhance revenue for the Organisation
* Serving passengers and Travel Agents of other Airlines under the protocol of IAG (International Airlines Group)
* Keeping up to date knowledge of vacation, tour, and cruise packages, tour packages, preferred vendors and in house groups.
* Negotiating with Customers on Behalf of Organisation at the time of crisis
* Managing customers for a long term Financial Relationship with Organization
* Managing Team at Retail Store
* Training new joinees
* Coordinating with Sales & Distribution
* Taking actions on customers Complaints
* Taking care of high profile customers

**ASSOCIATED WITH**

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**ORGANIZATIONAL EXPERIENCE**

* Working with **American Express Travel and Lifestyle Services** as **Senior Travel Sales Consultant** from July’2015 till date.

Role:

- Handling Travel reservations of high profile card members.

- Negotiating with Airlines and Hotels

- Dealing with changes and cancellations.

- Taking care of group and corporate reservations

- Retention of high profile card member’s travel business in order to maintain organization’s revenue

* Worked with **Yatra.com** as a Senior Holiday Consultant from Nov’2014 to Jul’2015

Role:

- Serving Indian Guests for Middle East, India and other South East Asian itineraries and routes

- Creating new PNR (Bookings)   
- Collecting and processing payments on new reservation  
- Advising clients on travel arrangements  
- Following up on declined bookings and retrieve payments to enhance revenue  
- Dealing with complaints or refunds

* Worked with **Air France-KLM** for Elite group desk (**Flying Blue**) as Senior Executive from Mar’2013 to June ’2014

Role:

- Serving passengers and Travel agents of different markets like U.K., India, U.A.E, U.S.A, France, Spain, Netherland and Ireland.

- Rendering assistance to passengers and Travel Agents especially in the event of delays and diverted flights

- Dealing with reservation changes and cancellations.

- Revalidation and Involuntary re-issuance of e-ticket document

- Communicating with Flight Dispatch and Ground Services to accommodate passengers on other flights

Or carriers.

- Calculating base fare, taxes and other charges for preparing e-ticket document on Global distribution system (Amadeus)

Accomplishments:

- Acted as client on behalf of Air France - KLM to its vendors for outsourced business

* Worked with **Jet Airways** as a Travel Sales Consultant from Feb’2011 to Mar’2013
* Role:

- Serving Passengers for Middle East, India and other South East Asian routes

- Creating new PNR (Bookings)   
- Collecting and processing payments on new reservation  
- Advising clients on travel arrangements  
- Following up on declined bookings and retrieve payments to enhance revenue

Accomplishments:

- Moved to back office team from sales profile to enhance revenue for the organization from declined reservations

**EDUCATION**

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**EDUCATION**

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* **Master of Business Administration** in (Production & Operations Management + International Business) from **Kalinga University**
* **Bachelor of Arts** from **Manav Bharti University**
* **XII CBSE Passed**
* **X CBSE Passed**
* **IT Skills:** MS Office (Word, Excel & PowerPoint), **Galileo, Amadeus and Sabre**

**PROFESSIONAL** **ENHANCEMENTS**

* Voice-Modulation Training
* Soft Skills Training
* Presentation Skills Training
* Training and Interviewing Skills

**PERSONAL** **DETAILS**

Date of Birth: 30th July, 1990

Linguistic Abilities: English, Hindi & Malayalam

Marital Status: Single

Nationality: Indian