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| Swapnal [Swapnal.359808@2freemail.com](mailto:Swapnal.359808@2freemail.com) | | | | .C:\Users\Asus\Downloads\ATT_1457455103830_IMG-20150803-WA0012.jpg | | |
| Objective: | | To pursue challenging career within my chosen field that will challenge me and allow me to use my education, skills and past experiences. | | |  | |
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| Work Experience: | | **Organization:PAANAM TravelsPvt.Ltd, Mumbai.**  **Designation: Senior Travel Consultant.**  **Tenure: 05th Nov2016-Till date.**   * **Job Profile & Responsibilities:** * **Air ticketing – Issuance, Reissuance of domestic and International sector**   **tickets in with GALILEO CRS System and AirlineTicketing Portal.**   * **International Air Ticket Booking and Reservation.** * **PNR creation & management** * **Itinerary Pricing, Fare Quotes, Issuing Automated Tickets.** * **Attending corporate customer queries by Phone and reverting on**   **E-Mails on their queries.**   * **Attending customer requirement for Air Ticketing and travel**   **related arrangements.**   * **Support customer to select best options, Issuance & Re-issuance of air**   **Tickets.**   * **Coordinating with finance department to ensure the billing of all the**   **transactions**.   * **Working on Applications – GALILEO.**   **Organization:WNS Global Services, Mumbai.**  **Designation: Senior Associate-Operations.**  **Tenure: 31st Mar 2016 –04th Nov2016.**   * **Job Profile & Responsibilities:** * **Auditing all types of on Sales, Exchange and Refund tickets of theQatar**   **Airwayissued by travel agencies and handling airline contract management.**   * **Communicating Qatar Airwaysclients through mails regarding contract**   **or audit queries.**   * **Working on Applications – AMADEUS, ATPCO and VERIFARE.**   **•Organization:Tata Consultancy Services(TCS),Mumbai**  **Designation: Senior Process Associate.**  **Tenure: 14thApr 2010 to 13th Oct2015**   * **Job Profile & Responsibilities:** * **Dealing withRevenue Accounting for Austrian Airlines in Interline Dept.** * **Process Interline Document Accurately with IATA Rules And Regulations.** * **Interpret and Apply various Interline Agreement**   **and Special Prorate Agreement (SPA).**   * **Negotiating with Other airlines independently through mail and Sirax**   **on behalf of Austrian airlines.**   * **Workedon CRS applications like AMADEUS.** * **Worked on RATD for Taxes.**   **•Organization: Interglobe Technologies Ltd, Mumbai.**  **Designation: Process Associate.**  **Tenure: 01st Apr 2009 to 01st Apr 2010.**   * **Job Profile & Responsibilities:** * **Air India’s Booking, Reservation, Handling passenger’s queries ensuring**   **that all necessary airline rules and regulations are incorporated.**   * **Worked on Air India’s CRS application ARTICA.** * **Worked for special handling department of First And Business class**   **Passengers.** | | |  | |
|  | Education : | | * Executive–MBA - Financial Management   (July 2013- 15) Guru Nanak Institute of Management Studies (GNIMS), Mumbai.   * Post Graduation Diploma in Management   (July 2013- 15) Guru Nanak Institute of Management Studies (GNIMS), Mumbai.   * Bachelor ofScience- **First Class (71.00 %)**   (March 2007-08) Wilson College, Mumbai, Maharashtra.   * Higher Secondary Certificate (HSC***)-*Second class (50.00%)**   (March. 2004-05) Wilson College, Mumbai, Maharashtra   * SecondarySecondary Certificate (SSC**) - Distinction (80.0 %)**   (March 2002-03) I.E.S King George, Mumbai,and Maharashtra. | | |  | |
|  | Additional Qualification : | | 1**)**IATA Travel and Tourism Foundation (EBT) Diploma.  [Mar 2009]  2) Advance Diploma in Aviation Management [Mar 2009]  Trade wings Institute of Travel Management, Mumbai  3) Galileo CRS basic course**.** | | |  | |
|  | Date of Birth :  **Marital Status :** | | 13th June 1987.  Single. | | |  | |
|  | Languages : | | English, Hindi, & Marathi. | | |  | |
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| Personal Skills : | * Comprehensive problems solving ability. * Willingness to learn new things. * Ability to work with team with greater flexibility * Willing to work extra hours to finish the work undertaken. |

**DECLARATION**

I hereby declare that the statements made in the application are true, complete & correct to the best of my knowledge and belief.