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| SwapnalSwapnal.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, Mumbai3) 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.
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**DECLARATION**

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