**RAZA**

**raza.361369@2freemail.com**

**Objective:**

Seeking a job to work with a career growth potential company that offers opportunities to utilise the knowledge gained through various institutes, academics and experiences and contribute it towards the organisation.

**Personal Synopsis:**

Have the ability to interact with people on different subjects, never fail to grasp the opportunity in gaining knowledge from experienced people, a good listener and hard worker, always ready to accept new challenges. Insightful and comprehensive experience of 4+ years in customer service management, expertise in sales & customer service. Ability to quickly learn organizational processes, workflows, policies and procedures.

**Experience:**

**Interglobe Technologies India Pvt. Ltd.**

**Customer Service Professional (July 2015 - till date)**

* Assisting potential customers in making reservations, offering customized options based on their needs – GDS used (Sabre and Worldspan).
* Helping customers with queries on their existing bookings by doing amendments & cancelations.
* Helping in getting more business to the company by effective up-selling and cross-selling.
* Doing floor walk and helping new agents in the process through handholding.
* Taking escalation calls and deescalating them by offering various options that suit their requirements.

**Serco India Pvt. Ltd.**

**Customer Executive (Feb 2014 – July 2015)**

* Delivering effective customer service to Online Travel Agencies with Customer Lifecycle Management for managing their front-mid and back office functions.
* Issuance and Reissuance of air tickets due to schedule changes.
* GDS used Amadeus, Apollo, Worldspan, Sabre.

**RDM Pvt.Ltd.**

**Customer Executive (Jan 2012 – Jan 2014)**

* Assisting customers with queries on the existing bookings.
* Doing troubleshooting related to pricing and displaying the fare worldwide.
* Delivering Solutions to agents via e-mails in regards to reservations made on Amadeus.
* Analysing ADMs raised by airlines.

 **DIAL Pvt. Ltd.**

**Customer Service Agent**

* Assisted passengers at the airport with baggage and security check.
* Provided customer service to VIP and also normal passengers at the airport.

**Education:**

- BBA in Aviation, Tourism & Hospitality (2008 - 2011) - Annamalai University.

- HSC Passed (2007 - 2008) CBSE Board, Delhi University.

- SSC Passed (2005 - 2006) CBSE Board, Delhi University.

**Skills:**

- 1 year Diploma in Computer Application.

- Microsoft Office.

- Basic knowledge of Computers.

**Profile:**

- Date of Birth: 29th July, 1989.

- Nationality: Indian.

- Marital Status: Single.

- Languages Known: English & Hindi.

- - Date Of Issue: 16/09/2008.

- Date of Expiry: 15/09/2018.

- Place of Issue: Delhi.

- Visa: Currently in dubai on employment visa.