ISHA

ISHA.362673@2freemail.com

CAREER OBJECTIVE:

To gain experience from both my current position and future positions to increase expertise and establish exceptional knowledge, skills, and my abilities in the fields of Customer Service where my extensive experience will be further developed and utilized.

PERSONAL PROFILE:

Strong interpersonal and communication skills, disciplined, self-motivated, determined and hard working person, oriented team player inclined towards achieving career goals and enterprise objectives. Also, I have integrity with the ability to work under pressure of deadlines. And I believe in my confidence.

WORKING EXPERIENCE:

AVIS EMIRATES CHAUFFEUR DRIVE SERVICE- Dubai Airport T3 14th May 2013 - 08th May 2015

Designation: Customer Service Representative.

JOB AND RESPONSIBILITY

* Acknowledge and appropriately greet and assist every passenger in a timely manner.
* Arrange ground transportation for First Class & Business Class passengers.
* Manage telephone calls professionally, efficiently and with good communication skills.
* Maintains proficiency in using personal computer, data entry terminal and other common office equipment and software.
* Manage time effectively and work effectively with other team members.
* Resolves service problems by clarifying the passenger's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.

Travel World Experiences 17th Jan, 2012 – 12th July, 2012

Designation: Tour Executive - Operation

JOB AND RESPONSIBILITY

* Preparing Quotation (Specially Japanese Customers)
* Booking tickets/Hotels and restaurants.
* Preparing final invoices.
* Keeping a record of previous clients.
* Attending phone calls Local/ISD
* Preparing Travel Packages.

Raven dive LTD, United Kingdom 2nd Jan, 2010 - 14th Jan 2011

Designation: Senior Cashier.

JOB AND RESPONSIBILITY

* Overall responsible for billing and customers Operations.
* Co - ordinates with sales manager for making profit on sales. Reports to the Manager and develops and maintains strong report and frequent communication with the Guest Relations, Facilities Manager.
* Responsible for leading, motivating and coaching a team of empowered individuals who will strive to deliver exceptional guest service,
* Taking ownership and accountability for reacting to customer feedback and requests effectively and efficiently.

ACADEMIC QUALIFICATION:

* Computer knowledge, MS Office, MS Excel, PowerPoint, Outlook Express. Internet bruiser.
* Higher secondary school from V.S. Niketan Higher Secondary School ( Nepal) 2007
* Diploma in Computer science from Future Softech Institute (Nepal) 2009.
* IELTS

IT PROFECIENCY:

* Tally.
* Microsoft Office.

TRAINING:

* Time Management
* Team Build up.

PERSONAL INFORMATION:

 Date of birth : 02nd August, 1988.

 Place of birth : Kotesheor-35, Kathmandu Nepal.

 Gender : Female

 Marital Status : Married

 Nationality : Nepalese

 Language known : English, Hindi, and Nepali

I hereby to take the opportunity to forward my Curriculum Vitae for your kind consideration.

Date: April 16, 2017

Place: J.V.C, Dubai, UAE