SALMA

Salma.364035@2freemail.com

**VISA DETAILS:**

Type of visa: visit visa

Term of visit : 3 months

Date of issue: 11/april/2017

Valid until: 9/june/20117

**CAREER OBJECTIVE**

B.COM And IATA Diploma Holder With Working Experience In Accounting And Aviation Sector. Further Looking To Enhance And Grow In Well Organized Organization By Using The Theatrical And Working Knowledge Gained Throughout The Period Of Time

**CORE STRENGTHS**

|  |  |
| --- | --- |
| * Strong organizational skills
* Telephone inquiries specialist
* Customer service expert
* Invoice processing
* Tele communication skills
 | * Data entry
* Microsoft excel, word and PowerPoint
* Travel booking
* Computer proficiency
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**ACCOMPLISHMENTS**

Customer assistance

* Worked with company system and diligently completed all assigned tasks, working overtime asneeded.

Customer interface

* Greeted customer entrance and handled all cash and credit transactions.
* Assisted customers over the phone regarding products and services offered by the company

Customer service

* Researched ,calmed and rapidly resolved client conflicts to prevent loss of key accounts

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**WORK EXPERIENCE**

* **CUSTOMER SERVICE AGENT JULY 2016- MARCH 2017**

**ORGANISATION – AIR INDIA**

**Description :** Worked As Customer Service Agent At Goa International Airport Under Air

India With An Objective To Serve Customers With Best Quality Airport/Ground Services.

**ROLES AND RESPONSIBILITIES**

* Providing customers with excellent quality services at the airport
* Ticketing
* Baggage handling
* Passenger check in
* Handling customer queries
* Boarding the passengers
* Ramp operations
* Handling customs and immigration issues related to flight such as IGMs and EGMs etc
* **ACCOUNTANT CUM TRAVEL EXECUTIVE MAY 2015- FEB 2016**

**ORGANISATION**: V.K Travel Solutions, Panaji –Goa, India

**Description**: Worked As Accountant Cum Travel Executive in A Travel Agency Firm And Performed Various Assigned Tasks. The Main Function Was To Maintain And Tally The Books Of Accounts Of The Firm.

**ROLKES AND RESPONSIBILITIES**

* Maintaining of books of accounts which include entering sales, purchases, expenses, revenues etc.
* Preparing receipts and memos.
* Tallying bank accounts with the office system.
* Service tax and T.D.S
* Handling customer calls and queries
* Booking tickets (air ,bus, train).
* Other miscellaneous tasks.

**Education**

Field: B.Com Year: 2015 Grade: Distinction

Institution/University: GOA UNIVERSITY

Field Of Study: Banking/Accounts/Business studies

Description: Pursued Bachelor’s Degree in Commerce In The Year 2015. Subjects Covered Under This Field Were Accounts, Banking, Business Studies, Information Technology, And Industrial Management Etc.

**OTHER QUALIFICATION**

Degree/Diploma: IATA Year: 2016

Institution: Trade wings Institute Of Management

DESCREPTION: pursued diploma in IATA I.E INTERNATIONAL AIR TRANSPORT ASSOCIATION from trade wings institute of management panaji- Goa in the year 2016. The main topics covered under this certificate course were:

* Hospitality in travel and tourism
* Transport , business communication .
* Hotels and restaurants
* Time calculation etc

**Skills**

**technical skills:**

* Basics in computer applications and networking
* Tally 9
* **Fast learner**
* **Patience**
* **Team work**
* **Innovative**