## CURRICULAM VITAE

**Pristy**

**Pristy.366321@2freemail.com**

**Career Objectives:**

To work in an organization that gives me scopes to update my knowledge and problem-solving skills, calm and reassuring communication and confident customer service skills.

**Educational Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Institute** | **Year** | **Result** |
| Diploma in International Tourism With English Language Studies | Alison (Advance Learning Interactive Systems Online) | 2016 | 85% |
| Diploma in Customer Service | Alison (Advance Learning Interactive Systems Online) | 2015 | 88% |
| Travel & Tourism (Level 4) | MITD | 2012 -2013 | Credit (Pass) |
| HSC | Presidency College Curepipe (Boys) | 2008 | Maths (AL) – DAccounts(AS)- e |
| SC | Presidency College Curepipe (Girls) | 2007 | English - 5(Oral – 3)Economics - 6French - 7Add Maths - 5Maths - 6Accounts - 6 |

**Computer Skills:**

* Computer Proficiency Programme
* IC3 Courses

**Working Experience:**

* **Accenture** as Data Management New Associate (Data Entry Operator) on outsourcing projects for major international clients from 16th February 2016 to 27th March 2017. My main duty was collecting and entering data in databases within one minute.
* **Emirates Airlines (Dubai) as Airport Services Agent** from 10 September 2013 to 22 September 2015.

I have been exposed to various aspects such as in

Checking Department:

* dealing with passenger enquiries about flight departures and arrivals
* dealing with visa and all other document related travelling
* checking passengers in giving seat numbers
* providing boarding passes and luggage labels
* telling passengers about luggage restrictions
* weighing baggage and collecting any excess weight charges
* Customer Services
* calming and reassuring nervous passengers

Special Services Lounge

* meet and assist unaccompanied children, VIP and special needs passenger
* taking care of people with special needs, and unaccompanied children in the lounge
* provide assistance with departure formalities
* scanning arrival and departure flight
* filling
* calming and reassuring nervous passengers
* mainly Customer services
* **Air Mauritius** in Corporate Agency Sales & Service section and Sales Support & Distribution Department from 03 December 2012 to 05 January 2013.
* **Rogers Aviation (Air France Sales Counter)** from June 18 to August 4, 2012 :

I have been exposed to various aspects related to ticketing operations such as:

* Amadeus Reservation (Complete)
* Fares and Ticketing on Amadeus
* Code and Decode Countries
* **Mauritius Telecom (Call Services)** as Customer Service Agent from 25th Nov 2010 to 28th Aug 2011.

I have been exposed to various aspects such as:

* dealing with customer complaint
* dealing with local and international call regarding information about Mauritius places
* **MCS Mutual Aid Association** in the department of loan processing from 3rd Feb to 29th Oct 2010.
* **IDECO Centre** from 1st Dec 2008 to 31st May 2009 as:

Store Department:

* Input of data in Corail System
* Filing
* Issues of delivery notes
* Helping in store inventory

Accounts Department:

* Filing
* Preparing cheques

**Interests and Hobbies**:

Listening to music, Swimming, Reading books.

**Personal Details:**

Date of Birth : 20-04-1989

Marital Status : Single

Sex : Female

Nationality : Mauritian

Spoken Languages: English, French, Creole, Urdu, Hindi.