**SHARMISTA**

Sharmista.368266@2freemail.com

**CAREER OBJECTIVE:**

**To contribute to the business of the organization I work with and use my experience and skills for the company’s prosperity and my growth.**

**KEY ATTRIBUTES:**

* Pleasing Personality with exceptional Self-Management Skills, Passionate, Innovative, Confident and Team player. Determined and decisive, takes initiative to meet and resolve challenges.

**CORPORATE EXPERIENCE:**

* **Jul 2015 – Mar 2017: -** Workingwith **Dosti Realty Pvt Ltd (Real Estate)** as a **Front Desk and Office Administration.**
* **Nov 2010 – Jan 2012**: - Worked with **Bombino Travels and Tours Pvt. Ltd.** as a **Travel Agent.**
* **Oct 2009 – Sep 2010:** Worked with **PATNI Computer System** as a **Travel Coordinator.**
* **Jul 2008 – Oct 2009**:- Worked with **TATA AIG GENERAL INSURANCE** as a **Quality Officer.**
* **Jan 2005 –Feb 2008**:- Worked with **WNS Global Services** as a **Customer Service Associate.**

**PRESENT JOB PROFILE:**

* Welcomes visitors by greeting them, in person or on the telephone answering or referring inquiries. Provide the best customer service to all callers and walk-In customers/visitors.
* Directs visitors by maintaining employee and department directories. Ensuring required administrative arrangements for meeting room.
* Maintains security by following procedures, monitoring logbook, issuing visitor badges.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Handling Stationery Management, Pantry requirement and provide assistance to other administrative services of the office.
* Review the effectiveness of various front office management support contract services and recommend/ implement changes as necessary.
* Handling VIP guests and Visitors efficiently. Manage front desk effectively and efficiently.
* Handling Inward & Outward Activities, couriers for Documentation at Sales office.
* Maintaining log and fulfillment of payments of all bills- electricity, mobiles, office equipment telephones and internet.
* Handling Travel requirements for all Directors.
* Preparing monthly MIS, Provisional Data, and other reports as per management requirements
* Review and maintain copies of Sale Deeds for office records and future reference.

**PREVIOUS JOB EXPERIENCE:**

* Providing the Best Customer Service to our walk-In and existing customers. Rendering effective customer service by addressing queries/ grievances of customers thereby exalting customer satisfaction.
* Dealing with key account clients like Hafiz Architect, KKR, Red chills, TATA, RBI, ELP, DARASHAW etc for their business travel requirements as well as handling enquiries via phone and emails, for all corporate clients.
* Thorough research of fares and alternate options and present the best possible cost effective fares which best suites the customers need. Ensure that customers get the best travel experience and accordingly maintain customer feedback by calls or emails.
* Coordinating with fellow colleagues and different departments to ensure necessary travel documents are fulfilled.
* Maintaining log of daily transactions and presenting the same during monthly meetings.
* Maintaining better and professional relationship with all our clients and vendors for future business opportunities.
* Business Development activities by going outdoor and meeting corporate clients, vendors for company tie ups. Also arrange appointments to procure new clients.
* Run special discounts/promotions for existing and new customers to win confidence and retain them.
* Taking inbound calls for Travelocity customer queries and issues. Providing prompt resolution to issues with the product. Handling passenger queries regarding Ticket confirmation, seat assignments, meal request, fare quotation, special requests, etc.
* Understanding customer needs and wants and provide alternatives which best suites the customers.
* Providing non-air travel services like hotel bookings, car transfer/ car hire.
* Worked on Excalibur (saber) for issuing new tickets, cancellations/ reissue existing tickets
* Trained new hires on how to go about handling calls and try to resolve a query with minimum time.
* Making end to end travel arrangements for employees travelling for business and leisure. Making airline and hotel reservation through travel websites and vendors. Issue travel insurance through websites.
* Preparing Daily Sales report and maintain log of all transactions and present during monthly meetings.
* Maximum utilization of resources to research for cost effective fares/packages and provide best travel experience at decent rate.
* Handling enquiries of employees via phone /emails, bookings for corporate travel.
* Monitoring calls of verifiers for Insurance products. Quality control of all information provided to customers, to prevent miss selling. After final QC done send the call for policy issuance.
* Give timely feedback to Verifiers and ensure implementation. Conducting Successful calibration programs. Generate and maintain daily reports. Ensure zero error tolerance and maintain company reputation.

### ACHIVEMENTS

* Awarded **Star of the month** for the month of Oct 07and Nov 07 in WNS Global Services Pvt. Ltd.
* Awarded **Star of the Week** in the month of Sep 06 and Nov 06 in WNS Global Services Pvt. Ltd.
* Awarded **Star of the Quarter** in the month of Aug 07 in WNS Global Services Pvt. Ltd.
* Awarded **Best Quality officer** in the month of Feb 2009 in TATA AIG.

### ACADEMIC QUALIFICATIONS

* Passed S.S.C with Second Class from KV SCHOOL in COCHIN 1998.
* Passed H.S.C from KV SCHOOL in Gujarat (Jamnagar) with First Class in 2000.
* Passed Graduation with First class in BA (History) from K C College in 2003.

**ADDITIONAL QUALIFICATIONS**

* Passed **(IATA/UFTAA)** foundation level examination in March 2010.
* Trained and worked on GDS **Galileo, Amadeus, Excalibur (saber).**

**EXTRA-CURRICULAR ACTIVITIES:**

 Listening to music, interacting with people, traveling and movies.

# PERSONAL INFORMATION

**DATE OF BIRTH : 3rd July 1983**

**NATIONALITY : Indian.**

**RELIGION : Hindu.**

**MARITAL STATUS : Married.**

**VIA STATUS : Husband Sponsorship.**