**CURRICULUMVITAE**

**JASKARAN**

**EMAIL:** [**jaskaran.368963@2freemail.com**](mailto:jaskaran.368963@2freemail.com)

**D.O.B 05-OCT-1990**

**GENDER: MALE**

**MARITAL STATUS: SINGLE**

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**CAREER OBJECTIVES**:

To pursue a highly challenging and creative career, where i can apply my existing knowledge and creativity, acquire new skills, and contribute effectively to the organization.

**ABOUT MYSELF**:

1. Smart working and persevering
2. Work effectively in a team
3. Hard working and enormous memory
4. Languages English, Hindi, Punjabi

**ACADEMIC PROFILE:**

1. Bachelor of science in Economics (BSC-ECO) from DAV COLLEGE under Board of GNDU (Guru Nanak dev university), Amritsar (Punjab-India) appeared and cleared. YEAR 2012
2. Higher Secondary in Commerce from Board of GNDU (Guru Nanak dev university), Amritsar ( Punjab-India) appearedandcleared YEAR 2009
3. Matric appearedandclearedin year 2007 from Board of Secondary education (CBSE)

**ADDITIONAL QUALIFICATION**:

1. Trained English speaking course &Personality development as well under Webberz international institute
2. Attended All India UN information test Secured 48% marks.

**SKILL SET:**

1. COMPUTER BASICS – MS-OFFICE, MS-EXCEL(BASIC)
2. TYPING SPEED WITH ACCURATE ENGLISH VOCABULARY MORE THAN 30 WPM
3. WORKED ON SOFTWARE SABRE FOR AIRLINES, KNOWLEDGE OF AMADEUS TOO

**WORK EXPERIENCE:**

Worked with VARDHMAN FANTASY PARK as COUSTOMER SUPPORT EXECUTIVE

**°From 22Dec2012 to 5July2015**

**°Total of 2.5 Years**

**The Job Role and Responsibilities**

Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.

Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.

Follow up to ensure that appropriate actions were taken on customers' requests.

Refer unresolved customer grievances or special requests to designated departments for further investigation.

**LAST JOB**

Worked with Concentrix Daksh Services India Pvt Ltd, as Sr. Practitioner - Operations, since August 2015, for Jet Airways India Ltd. In MUMBAI, INDIA

Date of joining: 31 August 2015

End date: 02 May 2017

* Work Profile - Giving information about Flight Timings Booking new tickets and calling coustomers for there tickets informations all around the world
* Have to maintain high standard and brand reputation.
* Have to assist guest queries on International travel with Jet Airways, queries related
* International flights, ticketing and amendments of tickets etc.
* Need to also generate revenue by selling and up selling tickets, of various International sector
* Need to work in time frame with achieving good scores on service quality on all verticals.
* Also have to ensure task are performed with zero errors and not impacting the revenue.
* Need to understand the client requirement and meet there expectation by deliveringexpected results.

**WORK EXPERIENCE** 1year 7 months

* PROMOTION of BAND 4 SENIOR effective from january 2017
* Need to work in time frame with achieving good scores on service quality on all verticals.
* 2 Times R & R holder ( Non-absentees)
* Need to understand the client requirement and meet there expectation by delivering expected results.
* Dedication to work with Quality.

**HOBBIES**

Traveling, Reading,and Listening Music.

**CURRENT PLACE:** Dubai.

**DATE:**  **(JASKARAN SINGH)**