# Ankit



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***Objective***

*Seeking assignments as Customer Service/ Client Relationship Management/ Sales Associates in a reputed company to make a difference in the organization*

***Professional Summary***

* An enthusiastic customer service professional with **over 1 year** of experience in **Consultation, Guidance on Destinations, Airlines, Ground Arrangements and Accommodations**
* Expertise in resolving customer complaints with regard to flights transportation accommodations insurance and various travel-related queries
* Proficient in providing best possible service for handling all the activities pertaining to booking reservations
* Proven skills in using various travel related software such as Amadeus and WorldSpan (GDS)

***Core Competencies***

|  |  |  |
| --- | --- | --- |
| *Travel Management* | *Tour Operations* | *Business Development* |
| *Guest Services* | *Flight Bookings* | *Problem Resolution* |
| *Accessibility Requirements* | *Client Relationship Management* | *Performance Improvement* |

***Work Experience***

**WNS GLOBAL SERVICES PVT LTD., Mumbai, India Mar 2016 – Aug 2017**



**Senior Operation Associate (Customer Service)**

* Handled the flight reservation and cancelation for the passengers
* Arranged flights tickets, insurance, accommodation using flight booking system like Amadeus and WorldSpan (GDS)
* Collected, processed the payments for flight and hotel reservation
* Coordinated with the ticketing staff from the airline companies
* Initiated the sales of travel packages; enquired the credit card details of the passengers
* Imparted clear information on queries for each option and provided a list of suggestions based on preferences so that the clients can decide appropriately

*Client Relationship Management:*

* Provided fast and accurate response to issues by resolving client complaints
* Resolved queries of the passengers by communicating effectively with the airline staff
* Provided the best services and secured the holidays for the customers using a booking system
* Advised clients on travel arrangements, e.g. flights, hotels, and car bookings
* Kept the clients up to date with any changes in regards to the flight and hotel reservation
* Conducted research according to the requirements of the client and gathered the most affordable deals as per the client’s inputs

*Achievements:*

* Rated amongst the top performers consistently based on the CSAT/DSAT scores as given by the customers
* Won **Employee of the Month** twice during the entire tenure
* Achieved *80%* in CSAT by ensuring a timely resolution concerns of the client
* Received a good rating and hike in salary for excellent performance during 2017
* Received appreciation in a single month under the **Customers Champions League** based on surveys by the customers
* Bagged 6 positive surveys from the customers during the month of June 2017
* Received recognition by top management during May 2016

***Extracurricular Activities***

* Participated in the 41st Kendriya Vidyalaya Sangathan National Sports Meet 2010 in football held during 22nd - 26th September 2010
* Participated in the **226th National Adventure Programme** held at Pachmari by the Bharat Scouts and Guides
* Attended **Football Summer Camp** 2009 conducted by Sports Association Madhya Pradesh between 4th May to 4th June 2009

***Skills & Strengths***

* Confident, ability to work with multi-cultural teams
* Good interpersonal skills, fluent and articulate communicator
* Self-motivated, objective oriented and organized, pro-active in following up
* Positive attitude and ability to succeed in challenging atmosphere and under pressure
* Conflict-resolution abilities and great customer service skills

***Education***

**Ghanshyamdas Saraf College, Mumbai University** **2011-2014**

Bachelors in Commerce

Grade point average 3.97 points

**Central Board of Secondary Education** **2011**

Higher Secondary Certificate

Marks scored 64%

**Central Board of Secondary Education** **2009**

Senior Secondary Certificate

Marks scored 60%