Vivian

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**Summary**

Energetic and friendly Senior Operations Agent with over 07 years career experience in Customer Service / Travel industry. Possesses exceptional competencies in sales / reservations and admin tasks as well. Demonstrates first-rate problem solving and communication skills.

**WORK EXPERIENCE:-**

**Senior Reservation & Sales Agent, Cruisemaster, Dubai, U.A.E.**

November 2014 – Till date.

* Servicing passengers, direct clients and agents all over the GCC with regards to cruises worldwide.
* Co-coordinating with agents and assisting them to close on cruise enquires.
* Answering queries / questions of passengers and agents alike for a convenient and fun filled cruise vacation.
* Holding presentations within the team and for new employees, hereby assisting them in navigating systems and dealing effectively and efficiently with agents all over the GCC.
* Coordinating with cruise lines for quotation and closure of groups ranging from 15 to 40 passengers.
* Coordinating with authorized ground handling agents of specific cruise lines for visa application ( Middle east sailings )
* Maintaining updated knowledge of attractive ports of call adhering to seasons. Sharing the same information with agents for a successful closure of any potential business.
* Maintaining an effective database of agents and passengers to follow up after any query.
* Touching base with passengers after they have sailed, to learn about their experience and hereby build relations.
* Up selling customized brochures for agents and hereby generating successful leads for the marketing team.
* Assisting the marketing department in getting social ( Social Media )
* Assisting Reservations Supervisor whenever needed, for a smooth and effective functioning of the operations department.
* Educating agents about cruises, especially in GCC region.
* Prime importance to follow up and building relations with agents / passengers.

**Assistant Project Coordinator, Modelcraft, Dubai, U.A.E.**

May 2014 – September 2014.

* Handling all client correspondence and confidential emails with discretion.
* Prepare reports, purchase orders, delivery notes, completion certificates and give presentations on various projects to clients.
* Conducting research for materials in the local and international markets as well as dealing with suppliers for placing orders and delivery of stock.
* Coordinating with shippers, flight case manufacturers, acrylic cover makers, comparing quotes and getting shipments ready to be shipped out of the UAE.
* Storekeeping and Inventory Management by physical counting and maintaining stock quantity without overflow or running out of stock.

**Administration Assistant, Sanda Wellness, Mumbai, India**

September 2009 – January 2014.

* Member management, including email reminders, member roster, and records of financial dues.
* Scheduling appointments and assisting clients and guests with registration and finding information.
* Making proper arrangements for scheduling of interviews, tasks delegation, and scheduling.
* Assist clientele as they enter office and via phone.
* Assist with planning and execution of all company events.
* Inputting data and running various office errands.
* Assuring office is neat and stocked with all necessary tools so as to function smoothly.

**Sales Associate on Celebrity Cruises, (Starboard Cruise Services)**

August, 2008 - July, 2009

Ships - **Infinity and Constellation**

● An unwavering commitment to customer service, with the ability to build productive relationships

● Responsible for the General store which included high-end liquor brands, artificial flowers, sports memorabilia, groceries including inventory.

● Greeted passengers as they board and disembark.

● Directed guests to and from their cabins and answered their queries.

● Assisted in compulsory life and safety precautions.

● Coordinated the flow of passengers through reception lines at different events, passenger directions on/off vessel in various ports of call.

● Served as the mouthpiece for the ship during any special sale / discount days for various sale counters.

**Customer Service Associate with WNS for British Airways (web process), Mumbai**

February 2008 to July’ 2008

● Attending guest calls.

● Receiving emails and comment cards from British Airways passengers with regards

to problems faced onboard BA flights, example-(In -Flight entertainment faulty), scrutinizing the faults and compensating them accordingly.

● Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**Personal Information:-**

● Languages Known : English, Marathi, Hindi and Konkani

● Nationality : Indian

● Height : 6 Ft 1Inch

● Date of Birth : 21st March 1985

**Passport Details:-**

DOI **:** 05-10-2007

DOE **:** 04-10-2017

**Academic Qualifications**

● Certified Course in Corel Draw and Autocad

● Bachelor of Commerce securing 1st Class in 2007

● Diploma in Hotel Management from St Andrew’s Institute securing 1 st Class in 2003-04

● Passed H.S.C from Rizvi College in 2003

● Passed S.S.C from St. Aloysius High School, Bandra (West) in 2001

**STCW 95 Courses**

● Passenger Safety Training.

● Personal Safety and Social Responsibility.

● Elementary First Aid

● Fire fighting and Survival Techniques.

**Interests & Activities:-**

● Worked on weekly offs for Vodafone transcription

● Listening to music, reading, playing Football and volley ball.

● Coaching youngsters in football

● Off- Roading and Trekking