**SWARNAPRAVA**

 Al **Karama**

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**VISA Status – Visit VISA-Valid till 30th March**

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| **Carrier Objective** |

### To create a position for myself in the field of Travel and tourism through hard work and discipline, to get success by matching personal goals with Organizational goals.

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| **Professional Skills** |

* Assisting Passengers as well as Agents with fares, net fares, fare rules, tickets, cancellations, refunds, confirmations and any further updating.
* Assisting customers to get best flying option & economy fares.
* Generating Revenue for the Company by strengthening professional relationship with customer.

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| **Experience** |

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| **Company Name** | **Designation** | **Worked Details** |
| Orion Enterprises Private Limited-  M/S Wipro Travel Services Limited | Travel Executive | 09 March 2015-24 November 2017 |
| Journiey World wide | Travel Executive | 2014-2015 |
| Yatri Mitra Kiosk-Bhubaneswar airport | Counter –Ticketing Executive | 2012-2013 |

**JOB PROFILE:**

* Handling Ex India Travel as well as off shore travel for APAC, Middle East,Africa Geos.
* To interact directly with Employee for all their travel needs and Planning itineraries according to the corporate policy.
* Making Reservations, Ticketing and handing over of all travel documents.
* To Coordinating with the Airlines for confirmations, special fares, and discounts.
* To make best effort and ensure that travel takes places as planned without any difficulty.
* MIS (Updating fares and Taxes) and weekly report.
* Maintains Refund report.
* Allocations of special requests regarding Seat preference, basinets, meal preferences, chauffer drive with the airlines.
* Working out Fares and Routings for various itineraries
* Thorough knowledge on global fares and routing
* Maintenance of Customer Profile Database for all top-level Management.
* Quality checks on Itineraries and ticketing entries of the team and other locations with related to deal codes, fare basis, corp. codes. Assisting and guiding them with entries, fare filing, fare queries, fare workouts, system errors and CRS entries.
* Handling of Groups and attending the Sales Conferences along with the group and catering to all their travel needs making any changes efficiently.
* Replying to Mails using Microsoft Outlook in an efficient manner and with simple jargon
* Answering Q & A related to travel
* Addressing travel briefing for first time travelers.
* \*A Good Team Member, ensuring updating of database, sharing of domain knowledge utilized by the members of team
* Maintain cordial relations with vendors and suppliers.
* Taking constant feedback from the clients and travelers.

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| **Professional Qualification** |

* **Master’s Degree in Tourism and Hospitality services** (MTHS) from Utkal University of Culture, Bhubaneswar.
* Completed IATA **Foundation** in December 2012 from “ Bird Education Society For Travel And Tourism”

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| **Academic Qualification** |

* Graduation in Economy Honors from Utkal University, 2008.
* Intermediate in Arts from CHSE, Orissa in 2005.
* HSC from B.S.E. Orissa in 2003.

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| **Credentials** |

* Achievement certificate received from **Wipro Travel services limited** for best offshore Team –APAC & Middle East.
* Received certificate from **Wipro Travel services limited** for efficiently handled Saudi Airline Kitty ticketing.
* Best former recognition appreciation from **JournieyWorldwide**for Dubai Group Travel project.

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| **Computer Skill** |

* Post Graduate Diploma in Computer Application (PGDCA)
* Computer Fundamentals, MS Office, Internet.

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| **CRS Known** |

* Galileo,Amadeus & Sabre.

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| **Personal Profile** |

**Date of birth :** 03rd Dec 1988

**Marital Status :** Single

**Nationality :** Indian

**Languages Known :** English, Hindi

**Date:**

**Place:**  SWARNAPRAVA