**RESUME **

**SIBY**

Cell: C/o 971506425478

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**Career Objective:**

Candidate with extensive working experience in ticketing for leading companies along with through knowledge about travel software and adept at speaking in Italian and English, seeks to work as a ticketing staff for a leading travel house.

**Summary of Qualifications:**

* Rich experience of eleven years as a ticketing staff
* Building strong relationships with clients.
* Acquired knowledge of CRS such as GALILEO and AMADEUS
* Ability to work efficiently even in stressful environment
* Strong trouble shooting skills
* Handling high numbers of incoming calls from direct customers and travel trade
* Researching travel options & presenting the best deals in terms of requirements.
* Monitoring bookings throughout the working day.
* Advising on and organizing visas & passports.
* Ensure all bookings & reservations are processed accurately.
* Responding to all phone enquiries promptly, courteously and in a friendly manner.

**Professional Experience:**

**Supersonic tourism llc., Dubai, 02 Feb 2015 - At Present
Ticketing Staff**

* Selling tickets to the clients in person as well as keeping track of the online ticket sales
* Promoting and selling tour packages and tickets
* Typing EDNRD visa applications

**Al-Hind Tours and Travels pvt ltd Kottayam, 23 Feb 2014 – 31 Oct 2015
Counter Supervisor**

* Booking, issue and Re issue of tickets using CRS Galileo and Amadeus
* Giving information regarding Visa formalities

**Akbar Travels of india Pvt ltd Kottayam, 25 Feb 2008 – 28 Feb 2011
Counter Supervisor**

* Booking, issue and Re issue of tickets using CRS Galileo and Amadeus
* Handling corporate and Direct customers
* Making and issue group bookings

**Orion Travels Pvt Ltd Thiruvalla, 20 Mar2006 – 23 Feb 2008
Ticketing Staff**

* Making the booking and issue domestic and international tickets
* Handling the Direct customers
* Checking the ticket coupons

**Sixerline Travels Erattupetta Kottayam, 15 Apr2004 – 15 Mar 2006
Ticketing Staff**

* Making the booking using Galileo
* Reconfirming the tickets

**EDUCATIONAL QUALIFICATION**

Plus Two (2001 - 2003)

 Diploma in Travel and Tourism Management (2003-2004)

**PERSONAL**

 Date of Birth **:** 19/10/1984

 Marital Status : Married

 Languages known : English, Malayalam , Hindi & Italian

 Date of Expiry : 15/04/2024

 Place of Issue : Cochin

 Visa status : Employment

**References:**

Available upon request