**SAIRA**



**Phone: C/o 971506425478**

E-Mail: [saira.377015@2freemail.com](mailto:saira.377015@2freemail.com)

**Career Objective:**

To be an enthusiastic performer in my whole carrier and to achieve managerial status in my future.

To work in challenging endeavor which provides me ample opportunities to learn and contribute and also with progressive organization offering opportunity to prove, utilize and enhance my skills.

**Educational Qualification:**

**B.B.A Bhartiya Shiksha Parishad University**

**Secondary School St.Anne’s Girls Hr.Sec. School**

**Additional Qualification:**

**Diploma in Computer Application.**

**Tally version 9.0**

**Reservation System:**

* **Amadeus & Abacus**

**Achievements:**

* **Have received Best Employee Award in 2012 - Best Air Travel (Cuddalore )**
* **Best Performance Staff in 2014 – Itransits Tours & Forex Pvt. Ltd (Pondicherry)**

**Experience:**

* **Itransits Tours & Forex Pvt. Ltd - 2012-2015**

Counter Staff - Air Ticketing & Accounts

* **Best Air Travels & Tour - 2010 -2012**

Counter Staff - Air Ticketing & Accounts

* **Akbar Travels Pvt .Ltd - 2008-2009**

Training Air Ticketing Counter Staff

* **India Infoline Ltd (ICICI Prudential Life ) – 2007-2008**

Insurance ( Sales Executive & Data Entry Operator )

* **State Bank of India - Data Entry Operator - 2006**
* **Singapore Shopping Centre – 2002 -2005**

Foreign Money Exchange, Western Money Transfer ( Accounts Management )

* **India Infoline Ltd (ICICI Prudential Life ) – 2007-2008**

Insurance ( Sales Executive & Data Entry Operator )

* **State Bank of India - Data Entry Operator - 2006**
* **Singapore Shopping Centre – 2002 -2005**

Foreign Money Exchange, Western Money Transfer ( Accounts Management )

**Job Description:**

* Researching travel options & presenting the best deals in terms of requirements.
* Ensure all bookings & reservations are processed accurately.
* Responding to all phone enquiries promptly, courteously and in a friendly manner.
* Filing, photocopying and general administrative duties.
* Building strong relationships with clients

**Responsibilities:**

* Working as senior officer – Customer support to provide front line operational support to subscribe’ queries ,problem solving and providing detailed information on new updates
* Liaising with airlines Billing Settlement Plan and Amadeus & Abacus High Qualities to resolve the client queries.
* Emphasize the quality of service and products.
* Easing customer retention via effective customer service.
* Coordinating with the Airlines for confirmation etc.

**Personal Details:**

Name : **Saira**

Sex : **Female**

Languages Known : **English, Tamil, Malayalam, Hindi, & Urdu**.

Marital Status : **Single**

Nationality : **Indian**

U.A.E Tourist Visa Expiry : **30 March 18 (Visa Valid Till)**

Place: Abu Dhabi SAIRA

Date: