JAMSHEEN

**Curriculum vitae**

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| **Email**  [Jamsheen.378818@2freemail.com](mailto:Jamsheen.378818@2freemail.com) Personal Information Gender: Female  Nationality: Indian  Marital Status: Married  Date of Birth: 09/01/1989  **Contact**: C/o 0505891826 | **OBJECTIVE**  Interested in a career that demands a combination of hard work and analytical skills. The job should offer avenues for rapid growth within its own scope, while opening new avenues for cross-functional top-level management in a long run. Intend to structure my growth in pace with the ever-changing corporate environment.  **WORK EXPERIENCE**  Working as Operation Care - Coordinator DM WIMS Medical College & Hospital in Meppadi, Wayanad from Jan 2013  *Job Profile*   * Attention to detail, customer focused, situational awareness, critical thinking, problem solving, reading comprehension, clear communication * Attending to all customer related issues. * Managing a staff strength of 80 in the field of customer care. * Resolving all issues regarding customer service.   Work Experience   |  |  |  |  | | --- | --- | --- | --- | | Period | Organization | Position held | Station | | 2008-09 | On AIR Airlines and Aviation Academy Kollam | Event Management | Beach Orchid | | 2010-12 | Akbar Travels of India Pvt. Ltd | Reservation Executive | Calicut | | 2013-continuing | DM WIMS Medical College Hospital | Operation care Assistant now as care coordinator | Wayanad | |  |  |  |  |   Worked as Reservation Staff in Akbar Travels of India Pvt. Ltd  (JAN 2010 to DEC 2012)  *Job Profile*   * Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral. * Preparing of daily reports. * Processes reservations from the sales office, other hotel departments, and travel agents. * Prepares letters of confirmation * Communicates reservation information to the front desk. * Attending to customer complaints and enquiry. * Processes cancellations and modifications and promptly relays this information to the front desk. * Processes advance deposits on reservations.   Language Proficiency:   * To speak Malayalam, English, Tamil * To write Malayalam, English, Hindi * To read Malayalam, English, Hindi   *Educational Qualification:*   |  |  |  |  | | --- | --- | --- | --- | | ***Course*** | ***Institution*** | ***Year Of passing*** | ***Marks*** | | MBA Hospital Administation | Bharathiyar University Calicut | PURSUING | PURSUING | | BBA | Bharathiyar University Calicut | 2010 | 60% | | Diploma in Airline and Airport Management | On Air Airlines and Aviation Academy  Kollam | 2009 | 85% | | HSC | KMO Hss Koduvally | 2008 | 72% | | SSLC(CBSE) | Pleasant English School Omassery | 2006 | 75% | |

I hereby declare that the information given above is true and correct to the best of my knowledge.

Place: Calicut Jamsheena

Date: 06.02.2018