JAMSHEEN

**Curriculum vitae**

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| **Email** Jamsheen.378818@2freemail.com Personal InformationGender: FemaleNationality: IndianMarital Status: MarriedDate 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

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| 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 |
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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:*

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| ***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 AcademyKollam | 2009 | 85% |
| HSC | KMO Hss Koduvally | 2008 | 72% |
| SSLC(CBSE) | Pleasant English School Omassery | 2006 | 75% |

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 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