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| ***Asma*** E-mail : asma.382624@2freemail.com Looking for a stable position in an established organization & to become a Reputed Personality in a stimulating & challenging working environment. |  |
| **Profile Summary** |  |
| * Profound knowledge of IATA regulations
* Operational knowledge of CRS System Abacus, Galileo and Worldspan
* Sound knowledge of Amadeus and Sabre
* Solid ability to handle reservations by assigning flights and ticketing
* Proven ability to work to deadlines
* Excellent communication skills
* Work effectively under pressure and the ability to work as a team and be result oriented.
* Pro-activeness and problem solving skills.
* Dedicated and detailed — high level of accuracy and strong attention to detail.
* Demonstrated ability to work independently, perform under pressure, multitask on several assignments, and meet strict deadlines.
* Well organized, quick learner and dedicated team player.
* Well versed with MS Office.
* Seeks a rewarding career to share and enrich knowledge and experience.
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| **Experience Snapshot** |  |
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| * **Reservations Executive**

**FindMyFare – Colombo 03 (Since Augusts 2015)*** Answering phone calls and giving information to passengers as per their travel plans
* Using airline's computer system for checking flights, fares, and new updates
* Handling questions, complaints, and inquiries from customers politely and discreetly
* Instructing customers on using company website and mobile application for information
* Taking customers' information and feeding in the computer systems and making reservations
* Applying discounts on tickets for regular customers and assisting in hotel reservation and car renting
* **Reservations Executive**

**Shri Shaaya travels (pvt) ltd (Colombo 4)**  |  |
| * Worked well to achieve targets and ensured that all queues and updates were regularly checked.
* Utilized all preferred Airline contacts.
* Assigned flights to the cruise system and ensured that allocations were used.
* Handled internal and external calls, offering the highest level of customer service.
* Issued airline tickets for bookings in line with contracts.
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| * **Reservations Executive**

**MPS Travels and Tours (Colombo)*** Provided options to customers for air travel and accommodate their travel needs
* Relayed correct, complete, and updated information on flight schedule, fare, arrival, and departure to customers
* Processed credit card, check, and cash payments for sold tickets for walk-in customers
* Coordinated with hotel and car rental agencies and extended services to customers
* Made alternate arrangements for passengers owing to flight cancellation and processed refund as required

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| **Professional Qualifications** |  |
| * Successfully completed the Diploma in Airline Ticketing conducted by **Airline Ticketing Academy-Colombo (Mr.Deepal Perera)**
* Followed a Diploma in English

**(LBS) Colombo**  |
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| **Education Qualifications** |  |

* **A/L (General Certificate of Advanced Level Examination)**

 Completed General Certificate of Advanced Level in year 2013

* **O/L (General Certificate of Ordinary Level Examination)**

Passed General Certificate of Ordinary Level in year 2010

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| **Personal** | **Details** |  |
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| Nationality | : | Sri Lankan |
| Date of Birth | : | 22th of June 1994**,** |
| Visa Status | : | Tourist Visa (valid 30 days) |
| Languages | : | English/Malay & Sinhala  |