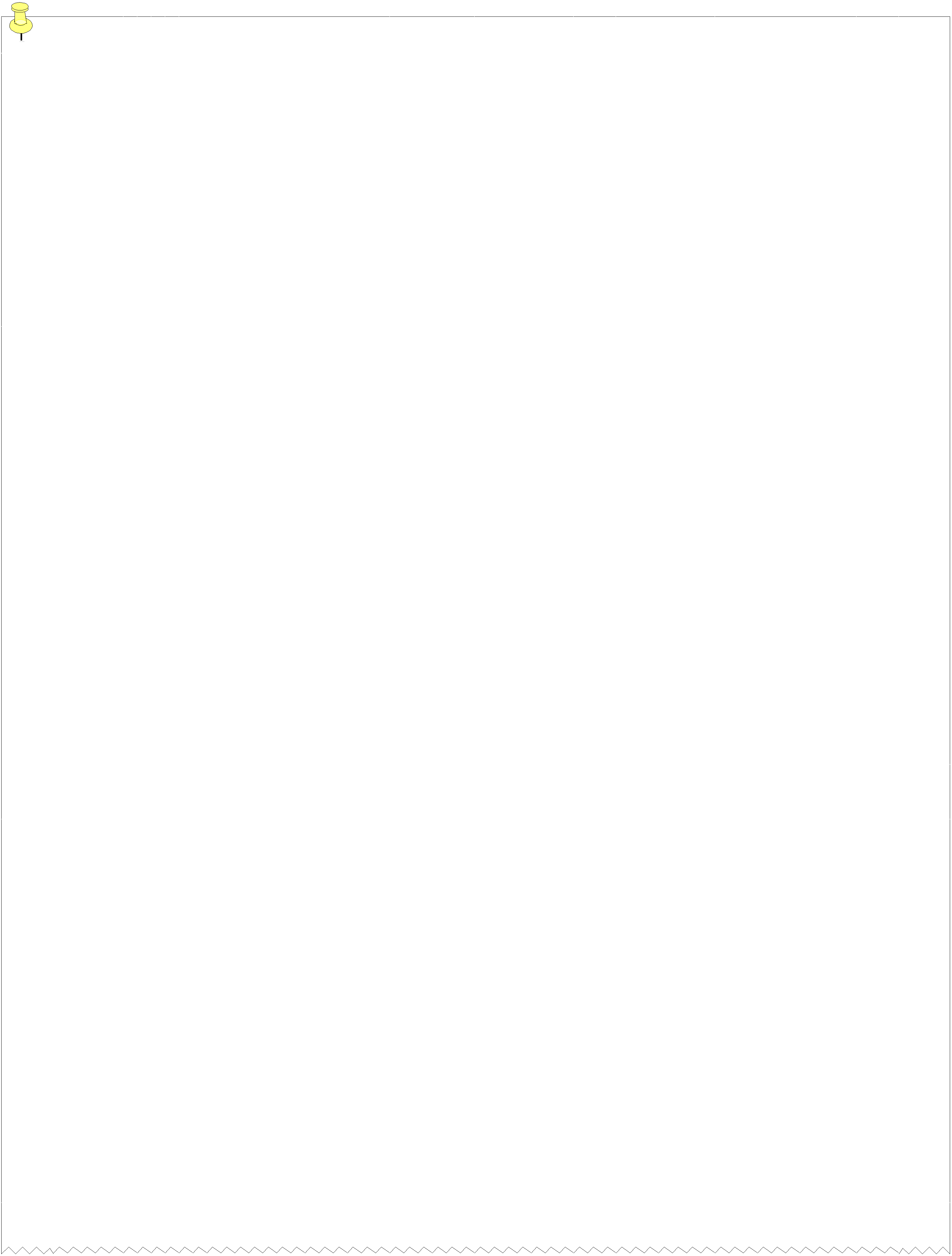
*Curriculum Vitae*



***CYRIL***

***Email:*** [*cyril.383877@2freemail.com*](mailto:cyril.383877@2freemail.com)

***CAREER OBJECTIVE***

*Seeking challenging assignments that utilizes my competencies to grow with dynamic and growth oriented organizations of repute. I venture into serving the organization with sincerity and honesty by making the best use of my skill and capabilities and upholding the dignity of being a true professional.*

***EDUCATIONAL QUALIFICATION***

*A Qualified MCP (Microsoft Certified Professional)*

*ACCP: Aptech Certified Computer Professional*

*(3 year diploma) Good knowledge of Excel, Word, Flash, Power Point, Etc.*

*12th Passed from CBSE Delhi*

*10th Passed from CBSE Delhi*

***STRENGHT***

*Excellent Communication Skills*

*Positive Attitude*

*Commitment for work*

*Team Player*

*Creative Skills*

*Date of Birth :03/11/1989*

*Languages :English & Hindi*

*Gender :Male*

*Nationality :Indian*

*Religion :Christian*

***PERSONAL DETAILS***

*Hobbie :Listening Music, Solo Travelling, Baking*

***British Airways (India):*** *Designation: Travel Consultant. Period: Oct 2014 – Till Date*

*DR to: Team Leader*

***Key Job responsibilities:***

***WORK EXPERIENCE***

*Involved in taking calls of for Changes, Correction and Refunds etc.*

*Handling reissue and upgrades*

*Assisting customers for baggage, and Seat allocation, travel requirements etc.*

*Handling flight schedule changes.*

***Achievements:***

• *Best Team Player – 2014 (Quarter 1, 2 & 3)*

• *Several Customer Experience Awards*

***Sitel***

*Designation: Sr. Customer Service Executive. Period: Oct 2011 – August 2014*

*DR to: Team Leader*

*Designation: Customer Care Executive*

*Period: June 2007 – September 2013*

*DR to: Team Leader*

***Key Job responsibilities:***

*Handling reservations for Trains in the United Kingdom*

*Attending to all changes in reservation and assisting customers with multiple city reservations.*

***Intellinet:***

*Designation: Customer Care Executive*

*Period: June 2007 – September 2011*

*DR to: Team Leader*

***Key Job responsibilities:***

*Handling Hotel and Flights reservations for www.orbitz.com and www.cheaptickets.com*

*Attending to all changes in reservation and assisting with all Land and Air Packages*