**CURRICULUM VITAE**

**Kiran **

, E-MAIL: kiran-393225@2freemail.com

***Career Objective:***

To seek a challenging long-term career oriented employment within a reputed organization, to invest all my professional experience and educational qualification to the optimum benefit of the organization and to achieve my goal.

***My Strength:***

* Strong verbal and personal communication skills.
* Self-motivated and dedicated to the job.
* Quick learner and a team player.

***Academic Qualification*:**

|  |  |
| --- | --- |
|  **QUALIFICATIONS** |  **INSTITUTE/UNIVERSITY** |
| Masters Of Business Administration (MBA) in Tourism & Operations | Rashtriya Vishwa Vidyapeeth, Mumbai, India |
| Bachelors of Commerce | Tilak College, Mumbai, IndiaMumbai University  |
| Higher Secondary Examination | Tilak College, Mumbai, IndiaMaharashtra State Board |
| High School Examination | St. Augustine High School, Mumbai, IndiaMaharashtra Board |

***Work Experience*:**

* Worked as aSr. Executive.

**Duration:** 19th Feb’18 till 26th Jun’19.

 **Job role:**

* Working professionally and independently in providing travel services by e-mail or phone to our corporate clients.
* Rebooking clients and reissuing ticket’s on a preferred flight option using **Amadeus & Galileo GDS.**
* Performing additional job-related duties as assigned by management.
* Managing workflow and process in accordance with SLA.
* Offer best travel options in terms of pricing and routing.
* Processing refund’s in case of any booking cancellation through our in-house application.
* Workedas aSr. Executive.

**Duration:** 13th Sept’16 till 6th Feb’18.

 **Job role:**

* Providing on call customer service to passengers who are from European market in regards to their Flight & Hotel reservation.
* Rebooking passengers on a preferred flight using **Amadeus & World span GDS** in case of flight schedule change or cancellation.
* Making hotel reservation for passengers using in-house application in case of flight disruption.
* Worked as a Sr. Submission officer in Visa and Passport Dept.

**Duration:** 29th Mar’15 - 31st Mar’16.

**Job role:**

* Processing Indian Visa and Passport applications in BLS premium lounge and handling customer complaints.
* Worked as a Sr. Executive for US operations.

**Duration:** 27th May’12 - 2nd Feb’15.

**Job role:**

* Handling Visa Dept. and attending enquiry calls for Indian Visa.

***Additional skills:***

* Proficient with MS Word ,Excel, PowerPoint
* Internet and E-mail

***Personal Details:***

* **Date of Birth** **:** 9TH Jan’1991
* **Gender**  **:** Male
* **Marital Status**  **:** Unmarried
* **Nationality :**  Indian
* **Language Known :** English, Hindi, Marathi & Konkani

I hereby declare that all the information furnished above is true to best of my knowledge and belief.

###### Date: - ------------------------------------------

**GOWDA**