

Melvin

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Sharjah, UAE

**Objective**

* To have a challenging career, which demands accountability, has a result-oriented approach, requires an innovative professional acumen and provides conducive growth opportunity, compatible with my capabilities and professional skills, thus contributing to the organizations overall growth plan.

**Skills & Abilities**

* Excellent sales and negotiation skills.
* The ability to motivate and lead a team.
* Excellent communication and 'people skills'
* The ability to work calmly under pressure.
* Ability to provide the best service thereby achieving customer satisfaction
* Strong networking skills
* Good Judgment and Decision making

**Experience**

**TRAVEL DESK MANAGER | RADISSON BLU, ERNAKULAM |**

**DURATION: JANUARY 2015 – MARCH 2017**

* Management of front office, receiving and attending to customer needs.
* Experience in providing advices to the customers on prices , options and must see attractions in parts of the world
* Experienced in working with reservation system and transaction process.
* Responsible for travel arrangements like train or air tickets, accommodation and local transportation etc,
* Responsible for providing cost effective travel plans, guidance and packages according to the customer’s needs and budget.
* Collecting, processing payments and sending out tickets to the clients.
* Handle all telephonic and walking enquiries.
* Keeping clients up to date with any changes and dealing with complaints or refunds.
* Proficiency in computer skills like MS word, Excel and internet etc.

**Employer**

* Worked as Travel Desk Manager in CLUB MAHINDRA, Munnar And OLIVE DOWNTOWN, Ernakulam (Jan 2015- March 2017)

**SERVICE COORDINATOR |KAIZEN INFO SERVE PVT.LTD, BANGALORE |**

**DURATION: OCTOBER 2012 – NOVEMBER 2014**

* Assisted in consumers with any and all questions regarding our product and concerns.
* Addressed incoming customer inquiries and offered productive solutions that increased customer satisfaction.
* Dealing with new customers about the Type, Price, Warranty periods and Advantages of the Motherboards that our company is selling.
* Dealing with the incoming customers with Out Of Warranty motherboards such as cost for repair and time frame for the product delivery.
* Knowledgeable in generating Estimation.
* Managed order entry work load so that orders were entered the day received.
* Assist in Documentation of damages and filing for future references.
* Audit of in Process & final quality of Product and Process.
* Ensure customer satisfaction through quality services and timely deliveries.

**Achievements**

* Won **1st place in** **‘Archery’** in the **“20th** **Kerala State Archery Championship, 2007 - 2008**”**.**
* Won **3rd place in ‘Archery** ‘in the **“19th** **Kerala State Archery Championship, 2006-2007”**, representing ‘Ernakulum District’, held at Al-Ameen College ground , Ernakulum.
* **Won 2nd place in Roller Skating** in the“**Kerala Roller Skating Championship 2005-2006**”held at Toc H Indoor Stadium

**Education**

**B.TECH | 2012 |**

* Bachelor of Technology in Electronics and Tele communication.
* At DR. M.G.R Educational Research Institute, Chennai, India.
* Aggregate:75%

**Personal Details**

* Date Of Birth : 31st January 1990
* Nationality : INDIAN
* Visa Status : Visiting Visa till August
* Languages known : English, Hindi, Malayalam and Tamil
* Marital Status : Married