 **Jaffrey**

A well trained professional customer service with good experience in problem solving, analysis, planning, with knowledge in sales & travel professional services and together with my multi task ability. The objective is to work in an exciting and professional work environment of the organization. Bringing strong desire to lead, work in a friendly and efficient manner. Provided the guests with all the information concerning with work.

** EXPERIENCE**

Φ **Hotel Mirage ( March 2017 Till Present )**

* Proficient in Microsoft Word, Excel & Outlook
* Organizing the Daily and Monthly report Reported to GM And MD
* Handling Reservation for Banquet, conference
* Responsible for processing room reservation by Fax, Phone, Email, Mail and OTA
* Analyse all guest and travel agent requirements through telephone and emails and recommend suitable Options for all customers and assist in confirming all reservations.
* Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel Services and operations.
* Assist in making all room reservations and ensuring maximizes room revenue for all and ensures all reservation detail update on all computers within required operating procedures. Responsible for processing room reservation by Fax, Phone, Email, Mail and OTA Like , DOTW ,GTA, HOTELBEDS, TUI NODIC, Emirates holidays, Tourico holidays etc..

Φ **Ramada Plaza Jumeirah Beach UAE** ( 15 Aug 2014 to 23 Jan 2017)

**Cluster Reservation Executive TRAVEL DESK:**

* + Working on Opera / IDS / Microsoft systems.
  + Visa, Banquet, Rooms, Apartment & Penthouse, Travel desk
  + Proficient in Microsoft Word, Excel & Outlook.
  + Responsible for processing room reservation by Fax, Phone, Email, Mail and OTA Like , DOTW , GTA, HOTELBEDS, TUI NODIC, Emirates holidays, Tourico holidays etc...
  + Coordinating international travel reservations
  + Reservations for Air/Hotel & Ground Transportation   
    Providing First Email/Call Resolution , Handling VIP Clients
  + Core responsibilities to provide customer service to our clients to make travel bookings.   
    Provide travel options as per Client & Reservation and ticketing.....
  + Follow up visa processing for customers Handle hotel bookings ( including those are not bookable in GDS)
  + Liaised with Travels and air bus and cruise lines to determine availability and book passengers or Fair.
  + Developed and maintained outstanding relationships with clients and exceeded their expectations for customer service while securing their travel arrangements.
  + Organizing the Daily and Monthly report Reported to Cluster Reservation Manger /E-commerce manger
  + Coordinating with sales and updating travel agent contract rate in system given by sales department.
  + Maintain regular communication with customer prior to departure to provide updated travel information including delayed departures and earlier flight availability.
  + Verify customer passports from visas to travel in our country and state issued ID's and ensure proper identification for passage to foreign countries.
  + Analyse all guest and travel agent requirements through telephone and emails the recommend suitable options for all the Guest and assist in confirming all reservations.
  + To provide information to guests on all Hotels, Travelling products and services.
  + Coordinate with sales department and manage all communication for group bookings and maintain all calendars for hotel and inform operation staff for same.
  + Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel services and operations.

Φ **Residency Hotel INDIA** (10 March 2010 to 12 AUG 2014)

**Sales & Reservation Supervisor:**

* Working on Intellect Data Systems (IDS)
* 126 Room Standard, Deluxe & Club
* Proficient in Microsoft Word, Excel & Outlook
* Organizing the Daily and Monthly report Reported to GM And MD
* Handling Reservation for Banquet, conference
* Responsible for processing room reservation by Fax, Phone, Email, Mail and OTA
* Analyse all guest and travel agent requirements through telephone and emails and recommend suitable Options for all customers and assist in confirming all reservations.
* Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel Services and operations.
* Assist in making all room reservations and ensuring maximizes room revenue for all and ensures all reservation detail update on all computers within required operating procedures.
* Coordinate with sales department and manage all communication for group bookings and maintain all Calendars for hotel and inform operation staff for same.
* Manage all incoming calls for reservation department and ensure response all queries
* Ensure all incoming calls with courtesy and ensure efficient resolution of all guestInquiries for various hotel services and operations
* Responsible for collecting and recording deposits and final payments
* To provide information to guests on all hotel products and services
* Coordinating with front desk team, for daily foreigners detail for CID form

 **ADDITIONAL EXPERIENCE**

* Pantaloons Hyper Retail Store(2.6 Years)   
  **Customer Services / Sales Merchandiser**
* SERCO Intelenet global services (2.3 Years) **Corporate Customer Services**
* Chhatrapati Shivaji Airport, Mumbai (1.4 Years)   
  **Customer Services Ground Staff**

 **EDUCATION**

* Mumbai University - 2014 BACHELOR of Commerce**Form Rashtriya Vishwa Vidyapeeth College - Mumbai, Maharashtra**
* Central Board of Higher Education - 2009 Higher Education in Commerce (HSC)  
  **From The Central Board of Higher Education - Mumbai, Maharashtra**
* St. Dominic Savio High School - 2006 Secondary School Certificate (SSC)  **From St. Dominic savio High School - Mumbai, Maharashtra**

**** **PERSONAL DETAILS**

*  [jaffrey.250526@2freemail.com](mailto:jaffrey.250526@2freemail.com)
* 4th February 1988
* **Nationality** – Indian
* **Marital Status** - Unmarried
* **Languages Known** - English, Hindi , Marathi, Konkani
* **Hobbies** - Football, Team sports, Listening music, Travelling

DATE :- \_\_/\_\_/\_\_ Jaffrey