

Kanika ****

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**Objective:**

Being a committed team player, want to be a part of a renowned organization, to contribute towards the growth of the Organization, based on my personal capabilities by learning from the new exposure within the structured framework of the organization.

##### Expertise Summary:

1. To be an asset to the organization I serve**.**
2. A quick learner with ‘**Can do**’ attitude

**Experience:**

**1. Malaysian Airlines**

Duration: From March 2016 till July 2016

Designation: Sr Reservation & Ticketing executive

Work Location: India

Job Responsibilities:

* Giving travel options to Walk-in passengers.
* Answering calls of travel agent, passengers, for travel queries pan India.
* Resolve flight issue of pax as well as travel agents through phone and emails.
* Making Itineraries
* Building PNRs
* Airline reservation using SITA
* Issue Domestic and International Air tickets
* Refunds of tickets
* Book STPC long haul flights
* Advise visa information to the guest and travel agent through mails and phone.
* Promote frequent flyer program.
* Issue group tickets
* Issue interline tickets for airline staff
* Necessary support to colleagues in fare calculation and fare
* Provide relevant reports to HQ on a daily basis
* Handling clients queries and complaints
* Process reconfirmation, special request & seat selection
* Monitoring queues and emails
* Monitored and communicated airline schedule changes and flight cancellation.
* Handle emails, faxes and letter carefully file documents
* Mentor new joiner.
* Apply discount program where applicable.

1. Carlson Wagonlit Travel

Duration: From May 2014 to Sep 2015

Designation: Sr. Travel Consultant

Work Location: India

Job Responsibilities

* Giving travel options to corporate clients on call and through email.
* Reserve both domestic and international travel and hospitality arrangements.
* Creating rapport and follow up customers to bring back repetitive business.
* Making Itineraries
* Building PNRs
* Airline reservation using sabre red
* Issue Domestic and International Air tickets
* Refunds of tickets
* Book Domestic and International Hotels
* Modify and Cancel Hotels
* Book car for USA, UK
* Raise Visa for corporate clients
* Coordinate with Visa Desk
* Provide quotations for hotel and travel expense
* Necessary support to colleagues in fare calculation and fare
* Provide relevant reports to seniors on a daily basis
* Handling complaints and refunds professionally.
* Process reconfirmation, special request & seat selection
* Monitoring queues and moxie.
* Maintaining SLA
* Set achieve targeted goals in according with company policy.
* Monitored and communicated airline schedule changes and flight cancellation.
* Handle emails, faxes and letter carefully file documents
* Mentor new joiner.
* Advice clients for travel arrangements.

2. Jet Airways

Duration: From December 2010 to November 2013

Designation: Customer Sales Representative (Reservation and Ticketing)

Work Location: T3, IGI Airport, Delhi, India

Job Responsibilities

* Making itinerary
* Perform seat Reservation transaction for walk-in and phoned customer request
* Building PNRs
* Fare Calculation
* Handling refunds and cancellation
* Handling interline travel and staff travel
* Issue ZED tickets/interline tickets and Staff tickets (ID 90, ID75, ID50)
* Process reconfirmation, special request & seat selection
* Rebook passengers due to flight delay
* Printed and issue the Airline Ticket for walking customer or their messenger.
* Issue and Reissue tickets
* Coordinate all back-office activities including generation of reports to provide feedback to senior management on various aspects of business performance to enable them to fine-tune business plans.
* Actively involved in PNR confirmations, clearance of system queue for flight cancellations, schedule changes, cancellation of ticket, refund processing, issuance and reissuance of tickets & so on.
* Over the counter interaction with customers to impart information and advice on travel solutions.
* Implement efficient customer service norms and supervise calls to ensure qualitative response to the clients.
* Handle emails, faxes and letter carefully file documents

3. PVR Ltd.

Duration: From August 2008 to February 2010

Designation: Duty Officer

Work Location: Delhi, India

* Job Responsibilities
* Managing complete operation functions of Whole Cinemas.
* Trained the all staff about the job knowledge as well Customer focus.
* Trained the designed all ESP as per their job profile.
* Complete monitoring on back-office & all reports.
* Enter the Reports in their software ‘VISTA’ & also forwarded them to co-operate office.
* Preparing and Training regarding ‘Daily’ Performance Report’ & Forward it to the Account officer.
* Preparing the Tax-Report at every weekend & send to cooperate office.
* Training regarding stock take, and also involved in stock take on Weekly and monthly basis.
* Reporting to the Cinema Manager about any discrepancy in stock.
* Make sure that the Ordering of Complete stock done as per requirement
* Receiving Goods at cinema & making GRN (Goods Receiving Note).
* Handling complete inventory.
* List of damage, expiry & near to expiry products & forwarding to F & B Manager.

**Professional**:

* B. Com (P). From Delhi University, New Delhi, India (2008)
* MBA in Customer Relationship Management from Symbiosis Pune, India (2011)
* 1-year certificate course in Travel & Tourism management from Kuoni Academy of Travel in 2007. (Gallelio)
* ‘O’ Level from DOACC Society, Delhi, India (2006)
* Knowledge of GDS, Amadeus, Sabre, Galileo, Sita

**Strengths:**

* Dynamic, self-motivated, Optimistic.
* Ready to work in stressful.
* Excellent interpersonal skills, ability to work well with others.
* Result oriented, organized and capable of handling a team
* Professional attitude, interest, and commitment to work

**Achievements:**

* Rewarded with appreciation mails from customers
* Rewarded with letter of appreciation for best performance by the Company Manager