CURRICULUM VITAE

**First Name of Application CV No 1623324**

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*Experience: Total 4 years for Travel Industry.*

***CAREER OBJECTIVE***

* *I would like a Career that gives me rich exposure through diverse assignment and working with people of high Caliber .I would constantly look out for challenges, which would help me to achieve my personal and Professional goal.*

***PROFESSIONAL EXPERIENCE***

***Travel Consultant (Jan 2015 to Feb 2016)***

* *Currently working with Riya Travel and Tours in Mumbai Head Office as a Travel Consultant on Front desk for preparing Travel Itineraries with lowest fare as per client requirement then Ticket issuance, Re-issance like date change, Re-routing ,schedule change etc. on Amadeus, Galileo and Abacus as well as Cancellation and refunds of all International tickets.*

***Responsibilities Including***

* *Creating New PNR, Issuance and Re issue under going through Amadeus, Galileo and Abacus (Sabre Red).*
* *Ticket issuing for travel agencies and direct walk in customers.*
* *Solved Travel agent’s Queries Regarding Issue, Re issue, Cancellation.*
* *Solved Passengers Query Regarding PNR Status.*
* *Trying to convert queries into Sales till maximum limit.*
* *Handling high numbers of calls from indirect customers and Direct Walk in Customers.*
* *Handling Ticketing queries and reservation for corporate clients & Issuing Corporate fare Ticket for Agents.*
* *Making cheaper Itinerary For Travel agency or Passengers*
* *Updating Flight information to Travel Agents.*
* *Online baggage checking and Seating arrangement well.*
* *Undergone Throw Amadeus, Galileo and Abacus (Sabre Red).*
* *Follow up on ACM & ADM as well as refund too. Sometime need to work on BSP Link.*

***Travel Consultant (May, 2012 to Dec2014)***

* *Worked with* ***Dream Travel ways Pvt Ltd. IATA*** *Company. Here role is Ticketing for Domestic and International Flights over Galileo like ticket Issuance, Reissuance, Cancellation and All types of Refunds and also working on* ***BSP link*** *like Generation of Refund Application, Issuance of All VMPDs ( Like Group VMPD , Individual VMPD, Date Change etc), IATA Statements, Remittance , Follow up on ACM & ADM as well.*

***Travel Consultant (June, 2011 to March 2012)***

* Worked with Interglobe Aviation Limited (Indigo Airline) where my role was Ticket Issuance Reissuance, Cancellation, refund etc for Domestic and International Ticket. However pushing maximum query to sales on call as well as on mail too. Preparing Travel Itineraries as per passengers requirement and providing lowest fare.

***PROFESSIONAL QUALIFICATION (TRAVEL & TOURISM SECTOR)***

* *One year* ***Diploma in International Airline Reservation and Ticketing****from Lucknow University. ( 2010-2011 )*
* *Certified and Expert in* ***Travel Port Galileo,*** *Amadeus and Abacus software (Global Distribution System).*
* *One year working Experience on* ***IATA BSP Link*** *(Business Settlement Plan).*

***LANGUAGE QUALIFICATION***

* *Fluent and Excellent Command on* ***English*** *speaking, also on* ***Hindi****, and* ***Urdu****.*

***TECHNICAL QUALIFICATION***

* *One year Diploma in Computer Application and financial Accounting (*2009- 2010)
* *Computer English typing speed with 30 words per minute.*
* *Full command on Microsoft office on 2003 and 2007.*
* *Expert in Corporate email support.*

***ACADEMIC QUALIFICATION***

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| --- | --- | --- | --- |
| **Examination passed** | **Name of institution /college** | **Board / university** | **Year** |
| Matriculation | Ghayasiban Public Inter College Lucknow | U.P. Board | 2006 |
| Intermediate | S.S J. D Inter College Lucknow | U.P. Board | 2008 |
| Graduation | University of Lucknow | Lucknow University | 2012 |

***PERSONAL INFORMATION***

* Date of Birth : 25th November 1991.
* Sex : Male.
* Marital Status : Single.
* Languages : English, Hindi, Urdu, Arabic.