Ram

Ram.300309@2freemail.com

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**Summary:**

I am armed with BBA (Tourism and Travel management) with an experience of 5and half yrs in the leading Service Industry.

**Objective:**

I seek a challenging career in the travel and hospitality industry where I can optimize my knowledge and professional skills apart from the domain expertise in the travel functions.

**Educational Qualifications:**

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| --- | --- | --- |
| **Degree** | **Passing Year** | **University** |
| BBA (Tourism and Travel Mgt.) |  May 2006 | Pondicherry University, India. |
| Diploma in Computer Applications | 2003 – 2004  | Aptech computer Education |
| Airlines Diploma | June 2007 – October 2007 | Kuoni Academy of travel, Chennai |
| CRS knowledge | September 2007 | Certificate of achievement in **Galileo Reservation System.** |

**Employment History:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Designation** | **Key Role** | **Year** |
| Hermes I TicketsPvt. Ltd.Chennai | Executive: Operations | Air Support Team - Backend, Issuing Intl. tickets, Fare constructions, Quoting fares, Action mails- Phone queries, Processing Refunds and cancellation, parting commissions and PLB’s to Sub Agents, Handling escalations etc | Apr 2013 to Feb 15 |
| Thillai Travels, Port Blair | Travel Consultant (Running the partnership) | Reservation, Guide | Dec 2011 to Nov 2012 |
| HRG Sita Travel, Chennai(Kuoni Group of Travel), India. | Executive: Operations | Handling Dom. & Intl. ticketing, action mails-phone queries, negotiating with airlines, Billing and Payment collection for corporate accounts. Like Mahindra Satyam Computers, Temenos, BHEL, Crisil, PepsiCo, TVS,Myrilliynch etc. | Jan 2008 to Jul 2011 |
| Pearl Park Beach Resort. | Front Office Executive | Handling foreign tourist, marketing, tour guide, preparing bills. | May 2006 to April 2007 |
| Hotel Sentinel 5\* Category. | Trainee | Trained under supervisors in all the department of the hotel. | 02 Month during graduation.  |

**Last Company: UNITY TOURS AND TRAVELS, Kathmandu, NEPAL (**Joined in Nov 2015)

**Designation: Travel Executive.**

**Responsibilities:** issuing tickets, handling walk-in customers, tour packages etc.

**Key skills**

Excellent knowledge about CRS (GALILEO Total 05 and half yrs experience).

Routing specialist.

Excellent knowledge about All FSC and LCC, re-issuance, re –routing.

Caliber to handle all and any complicated routing and re-issuance.

Knowledge about airlines fares rules & restrictions, offers, promo fares.

Very good communications skills, polite and patience and can easily impress the client.

Amadeus and Abacus beginner.

**Brief Description about Myself:**

* Very good interpersonal skills
* quick learner
* Dedicated and Disciplined
* Very creative and confident
* Sincere, Hardworking and preserving
* Flexible to work in any shift
* Can work under pressure and any easily adapt to any working environment.

**Personal Profile:**

Date of birth : 20th Aug1985

Gender / Marital status : Male / Single

Nationality / Religion : Nepali / Hindu

Hobbies : ListeningMusic, Playing outdoor games,

Watching movies

Language known : English, Hindi and Nepali.

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**Declaration:**

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

Dubai

**Ram**