**CURRICULAM VITAE**



**Zahan**

Email: zahan.379440@2freemail.com

Visa Status: Visit Visa

**CAREER OBJECTIVE:**

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals

**WORK EXPERIENCE SUMMARY**

**JAVA COMMUNICATION PVT LTD**

Location: Coorg, India.

Position Held for 1 year: Ticketing agent and customer service

**RESPONSIBILITIES:**

* Greet customers and ascertain what each customer wants or needs
* Arranging flights and accommodation
* Using a booking system to secure holidays
* Keeping clients up to date with any changes
* Maintains customer records by updating account information
* Determining the cause of the problem; selecting and explaining the best

solution to solve the problem

**INTERGLOBE TECHNOLOGIES (Indigo airways)**

Location: Chennai, India

Position Held for 8 month's: Process Associate

**RESPONSIBLITIES:**

* Monitor all transactions and ensure compliance to quality regulations and maintain effective relationships with clients
* Monitor all data entry operations and ensure compliance to timeframe
* Maintaining a good relation with customer for future sales
* Ensure and maintain effective professional relationships with staff
* Analyze all issues of internal and external clients and provide effective resolutions for same.

**ACADEMIC QUALIFICATIONS**

* BBM: Cauvery College, Coorg, Mangalore University.
* Pre University from board of higher secondary government of Karnataka
* Secondary school leaving certificate

**PROFESSIONAL QUALIFICATION**

* IATA/UFTAA Foundation in Travel & Tourism -Akbar Academy of Airline Studies.
* Computer Reservation system in ABACUS, AMADEUS, GALILEO, SABRE.
* Diploma in Aviation Hospitality & Airport Management -Akbar Academy.

**COMPUTER SKILL**

* Adept in MS Office Suite (Word, Excel, PowerPoint, Access), Internet & E-mail Applications & Android.

**PERSONAL PROFILE**

Date of Birth

: 10-02-1994

Marital Status

: Unmarried

Nationality

: Indian

Languages

: English, Hindi, Kannada, Tamil, Malayalam and Urdu

**DECLARTION:**

Considering the above fact, I may kindly be given a chance in your organization.

I expect yours kind reply at the earliest.