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| ***Asma***  E-mail : [asma.382624@2freemail.com](mailto:asma.382624@2freemail.com)  Looking for a stable position in an established organization & to become a Reputed Personality in a stimulating & challenging working environment. | | | | | | | | |  | | |
| **Profile Summary** | |  | | | | | | | |
| * Profound knowledge of IATA regulations * Operational knowledge of CRS System Abacus, Galileo and Worldspan * Sound knowledge of Amadeus and Sabre * Solid ability to handle reservations by assigning flights and ticketing * Proven ability to work to deadlines * Excellent communication skills * Work effectively under pressure and the ability to work as a team and be result oriented. * Pro-activeness and problem solving skills. * Dedicated and detailed — high level of accuracy and strong attention to detail. * Demonstrated ability to work independently, perform under pressure, multitask on several assignments, and meet strict deadlines. * Well organized, quick learner and dedicated team player. * Well versed with MS Office. * Seeks a rewarding career to share and enrich knowledge and experience. | | | | | | | | | | | |
| **Experience Snapshot** | | |  | | | | | | |
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| * **Reservations Executive**   **FindMyFare – Colombo 03 (Since Augusts 2015)**   * Answering phone calls and giving information to passengers as per their travel plans * Using airline's computer system for checking flights, fares, and new updates * Handling questions, complaints, and inquiries from customers politely and discreetly * Instructing customers on using company website and mobile application for information * Taking customers' information and feeding in the computer systems and making reservations * Applying discounts on tickets for regular customers and assisting in hotel reservation and car renting * **Reservations Executive**   **Shri Shaaya travels (pvt) ltd (Colombo 4)** | | | | | | | | |  | | |
| * Worked well to achieve targets and ensured that all queues and updates were regularly checked. * Utilized all preferred Airline contacts. * Assigned flights to the cruise system and ensured that allocations were used. * Handled internal and external calls, offering the highest level of customer service. * Issued airline tickets for bookings in line with contracts. | | | | | | | | | | |
| * **Reservations Executive**   **MPS Travels and Tours (Colombo)**   * Provided options to customers for air travel and accommodate their travel needs * Relayed correct, complete, and updated information on flight schedule, fare, arrival, and departure to customers * Processed credit card, check, and cash payments for sold tickets for walk-in customers * Coordinated with hotel and car rental agencies and extended services to customers * Made alternate arrangements for passengers owing to flight cancellation and processed refund as required | | | | | | | | | | |
| **Professional Qualifications** | | | | |  | |
| * Successfully completed the Diploma in Airline Ticketing conducted by **Airline Ticketing Academy-Colombo (Mr.Deepal Perera)** * Followed a Diploma in English   **(LBS) Colombo** | | | | | | | | | | |
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| **Education Qualifications** | | | | | |  | |

* **A/L (General Certificate of Advanced Level Examination)**

Completed General Certificate of Advanced Level in year 2013

* **O/L (General Certificate of Ordinary Level Examination)**

Passed General Certificate of Ordinary Level in year 2010

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| **Personal** | | **Details** | |  |
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| Nationality | : | | Sri Lankan | |
| Date of Birth | : | | 22th of June 1994**,** | |
| Visa Status | : | | Tourist Visa (valid 30 days) | |
| Languages | : | | English/Malay & Sinhala | |