*Curriculum Vitae*

***CYRIL***

***Email:*** *cyril.383877@2freemail.com*

***CAREER OBJECTIVE***

*Seeking challenging assignments that utilizes my competencies to grow with dynamic and growth oriented organizations of repute. I venture into serving the organization with sincerity and honesty by making the best use of my skill and capabilities and upholding the dignity of being a true professional.*

***EDUCATIONAL QUALIFICATION***

 *A Qualified MCP (Microsoft Certified Professional)*

 *ACCP: Aptech Certified Computer Professional*

*(3 year diploma) Good knowledge of Excel, Word, Flash, Power Point, Etc.*

 *12th Passed from CBSE Delhi*

 *10th Passed from CBSE Delhi*

***STRENGHT***

 *Excellent Communication Skills*

 *Positive Attitude*

 *Commitment for work*

 *Team Player*

 *Creative Skills*

 *Date of Birth :03/11/1989*

 *Languages :English & Hindi*

 *Gender :Male*

 *Nationality :Indian*

 *Religion :Christian*

***PERSONAL DETAILS***

 *Hobbie :Listening Music, Solo Travelling, Baking*

 ***British Airways (India):*** *Designation: Travel Consultant. Period: Oct 2014 – Till Date*

*DR to: Team Leader*

***Key Job responsibilities:***

***WORK EXPERIENCE***

 *Involved in taking calls of for Changes, Correction and Refunds etc.*

 *Handling reissue and upgrades*

 *Assisting customers for baggage, and Seat allocation, travel requirements etc.*

 *Handling flight schedule changes.*

***Achievements:***

• *Best Team Player – 2014 (Quarter 1, 2 & 3)*

• *Several Customer Experience Awards*

 ***Sitel***

*Designation: Sr. Customer Service Executive. Period: Oct 2011 – August 2014*

*DR to: Team Leader*

*Designation: Customer Care Executive*

*Period: June 2007 – September 2013*

*DR to: Team Leader*

***Key Job responsibilities:***

 *Handling reservations for Trains in the United Kingdom*

 *Attending to all changes in reservation and assisting customers with multiple city reservations.*

 ***Intellinet:***

*Designation: Customer Care Executive*

*Period: June 2007 – September 2011*

*DR to: Team Leader*

***Key Job responsibilities:***

 *Handling Hotel and Flights reservations for www.orbitz.com and www.cheaptickets.com*

 *Attending to all changes in reservation and assisting with all Land and Air Packages*