**Renita**

E-mail : renita-389855@2freemail.com

**(Residing in Dubai on Spouse Visa)**

**Brief Summary.**

* Experience working in Dubai BLS International for Spain Visa Application Center.
* Experience in Airline Revenue Accounting – Interline

Corresponding with Airline on behalf of Finnair in case of revenue difference.

Preparing weekly and monthly billings, invoices and reports. Quality checker.

* Experience in Reservation & Ticketing, Reschedule, Check In.
* Training and Development (TATA Consultancy Services, Accelya Group, Trade Wings Institute)
* IATA Certified Foundation Course – Topper for the year of 2010.

**Career Overview**

|  |  |  |
| --- | --- | --- |
| BLS International Dubai |  Spain Visa Application Center. |  |
|  |  |
| Finnair Airways |  2 Year 4 Months of experience for Finnair Airways |  |
|  |  |
|  | Revenue Accounting process with specialization in |  |
|  | Interline in Tata Consultancy Services |  |
|  |  |  |
| LATAM Airways |  2 Years 2 Months of experience for TAM Airways |  |
|  |  |
|  | Revenue Accounting process with specialization in |  |
|  | Interline in Accelya Kale Consultancy. |  |
|  |  |  |
| Jet Airways |  3 months of experience for Jet Airways Reservation & |  |
|  |  |
|  | Ticketing process for passengers travelling to and from |  |
|  | U.S. in Trans Continental E-Services. |  |
|  |  |  |



**Date** **Organization**

**June2018 To**

BLS International Dubai.

**July 2018**

**March 2013 To**

TATA Consultancy Services

**July 2015**

**Jan. 2011 To**

Accelya Kale Consultancy

**March 2013**

**Aug.2009 To**

Trans Continental E Services

**Nov. 2009**

**System Knowledge:**

* REVERA
* SIRAX
* IS WEB
* Amadeus

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **BLS International Dubai, U.A.E.** |  |  | **From June 2018 till July 2018** |  |  |
|  |  |  |  |  |  |  |  |

**Customer Name: Spain Embassy for Schengen Visa.**

**Role Description:** Call Center Executive.

* Appointment slotting for prospective customers.
* Answering calls and update the customer on the requirement and update the call status.
* Understand applicant requirement and provide appropriate advise or information.
* Selling Value Added Services.(Business Class Lounge, Photograph, Form Filling, Courier)
* Addressal of Complaints.
* Complaint Resolution.
* Passport Delivery at the Center.
* Day end activities of handing over the applications from BLS to Spain Embassy.

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|  | **TATA CONSULTANCY SERVICES** | **From March 2013 till July 2015** |
|  |  |  |

**Customer Name**: **Finnair Oyj**

**Project Description**: Finnair Passenger Revenue Accounting - Interline.

**Role Description**: Revenue Accounting Officer.

Managing the day to day operations for Interline.

* Handling the work allocation, updating and maintaining daily records i.e. Daily counts sheet, Time sheet, Productivity.
* Processing on Billing, Rebills – Rejections, Correspondence
* Quality Checks on Billing, Rebills – Rejections, Correspondence.
* Corresponding and liaising with the Other Airlines via Email for Correspondence case level cases.
* Worked on SLA’s and SPA of third party airlines.
* Training new recruits.
* Preparing weekly billings in receivables and payables.
* Agreement interpretation between Finnair and other airlines.
* Met all the deadlines set by Finnair in the SLA’s with quality.

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| --- | --- | --- |
|  | **ACCELYA KALE CONSULTANCY** | **From Jan. 2011 till March 2013** |
|  |  |  |
|  | **Customer Name**: LA**TAM Airways** |  |

**Project Description:** LATAM Airways - Passenger Revenue Accounting Interline.

**Role Description**: Revenue Accounting Associate & Shift IN charge.

* Maintaining quality records for the department.
* Handling the work allocation. Ensure team achieves targets defined by the clients along with TAT.
* Performing Quality Checks on Prime and Rejections documents.
* Performed weekly billings
* Trained new recruits
* Worked on Billing, Rebills - Rejections and Correspondence on REVERA and IIPS system.
* Loaded the weekly and monthly data as per billing.
* Met all the deadlines set by LATAM in the SLA’s with quality.
* Agreement testing and Codification between TAM and other airlines.

|  |  |  |
| --- | --- | --- |
|  | **TRANS-CONTINENTAL ESERVICES PVT LTD.** | **From August 2009 to November 2009** |
|  |  |  |
|  | **Customer Name**: **Jet Airways.** |  |

**Project Description**: Jet Airways Reservation and Ticketing.

**Role Description** Reservation Agent.

* Booking International & Domestic Tickets for Guest based in U.S.
* Making amendments on confirmed tickets as per the guest requirements.
* Completing the Check-in formality for guest travelling International
* Enrolling guest into The Jet Privilege Membership
* Informing guest via emails regarding their Jet Privilege membership account

**Achievements in Travel Domain:**

* **TATA CONSULTANCY SERVICES.**
	+ Star performer for the quarter (MAY2015).
* **ACCELYA KALE CONSULTANTS LTD.**
	+ - Success of demonstrative extra ordinary resourcefulness related to assigned duties and ability to act.
		- Exhibited the potential towards developing a successful team.

**Education:**

* **IATA from Trade Wings Institute of Management – Foundation Level** (FARES AND CRS - DISTINCTION March 2010)

(THEORY - DISTINCTION March 2010)

* Bachelor of Commerce (Specialized in Accounts) from Tolani College 2008, Mumbai **–** **II**

**Class.**

* Higher Secondary Certificate from Tolani College 2005, Mumbai – **II Class.**
* Secondary School Certificate From St John The Evangelist School 2003, Mumbai - **I Class.**

**Personal Details:**

**Date of Birth**

**Sex**

**Nationality**

**Marital Status**

**:**

:

**:**

**:**

06/05/1988.

Female**.**

Indian**.**

Married.