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**Parvez**

**Address:** Dubai, U.A.E

**Email:** [parvez-393850@2freemail.com](mailto:parvez-393850@2freemail.com)

**CAREER** **OBJECTIVE**

Result oriented, highly motivated and a dynamic professional with around 3 years of experience in Operations as well as Sales & Customer Service. Looking for a similar profile that will utilize gained expertise, knowledge and skills to facilitate sales / back office operations, improve revenue & productivity, enhance customer experience and ensure future growth.

**AREA** **OF** **EXPERTISE** Strong client service orientation combined with excellent interpersonal,

Structured communication and organizational skills.

Possess good listening skills & the ability to understand a client's needs & accordingly provide product or solution.

Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the work processes and thus managing cost-effective operations.

An effective communicator with strong analytical, problem solving & organizational abilities.

**KEY** **COMPETENCIES \*** Sales Professional

\* Key Relationship Management

\* Service Delivery

\* Customer Complaints Management

\* Dispute Resolution

\* Detail Oriented

\* Organizational Development

\* Strong Communicator

\* Focus and Result Driven

**PROFESSIONAL**

**EXPERIENCE**

**Sr. Executive September 2016 – July 2018**

**Job Profile:**

* + - * + Drive Sale process of Thomas Cook Holiday products and achieve set target.
        + Handle post sales process and manage end to end service delivery.
        + Providing resolutions and closure of all client queries / escalations.
        + Coordinate among backend Operations team of Thomas Cook and provide requisite assistance to client.
        + Adhere to SOP and ensure quality standards are met.

**Sr. Executive(Operations) August 2018 – July 2019**

**Job Profile:**

* Customization of packages as per requirement by seller or customer.
* Communication with Sales Team for their customer requirement.
* Dealing with DMC to get the package cost & details.
* Handling booking till getting booking confirmation

**PERSONAL PROFILE** Date of Birth : 16th May 1995

Nationality : Indian

Marital Status : Single

Languages : English and Hindi

Visa Status : Visit Visa (30D Ends on 03 Oct 19)

References : Available upon request