**SOPHIA**

CUSTOMER SERVICE & COMMERCE

PERSONAL PROFILE

I'm a customer service professional with more than 5 years of expertise in aviation, hospitality and travel industry. I have always strived for excellence and exceeded customer expectations in every role, throughout my experience.

Industry Expsoure: **Aviation, Travel** and **Hospitality**

ACADEMIC DETAILS

**BACHELORS OF COMMERCE**

UNIVERSITY OF MUMBAI 2004- 2007

EMPLOYMENT HISTORY



**(Temporary contract)**

**Executive Secretary to GM OCT 19 - DEC 19**

* Responsible for leading all phases of mangement reporting, business communications and coporate documentation.
* Prepare agendas, budgets, spreadsheets for making effcient arrangements for committee, board level and other staff.
* Plan and execute administrative procedures, operating policies, corporate meetings and industrial associations
* Determine internal communication matters of top priority and safegaurd the confidentiality of management documents.
* Communicate with walk in clients, vendors and significant stakeholders in the absence of the GM.
* Manage calendar and scheduling meetings domestically and across the globe for numerous projects.

**PLANET TAX FREE – Dubai International airport Customer Service and operations - NOV 18 – JUN 19**

* Assigned with helping tourists departing UAE with VAT refund processing inlcuding good exports.
* Ensured that appropriate validation and inspection is done as per Federal Tax Authority (FTA) of UAE guidelines.
* Communicated with merchants and authorities to resolve customer complaints and a hassle free Tax free service.
* Provided the highest level of customer services for merchants and shoppers to easily use modern payments

**TRAVZA TRAVEL SERVICE FZCO – Abu Dhabi**

AREAS OF PROFICIENCY

* Travel Advisory
* Guest Relationship
* Business Development
* Customer Relationship Management
* Up-Selling and Cross-Selling
* Team Training and Mentorship
* Corporate Presentation Delivery
* Languages - English, Hindi, Marathi, Konkani, Basic Arabic

CONTACT

**Email** Sophia-397386@gulfjobseeker.com

**Corporate accounts manager - MAY 18 - SEP 18**

* Lead marketing campaigns increasing the volume of bookings by 85%.
	+ Generate new sales that turned into long-lasting relationships.
	+ Handled all travel requirements of the corporate directors and stakeholders.
	+ Handled retail customers thereby exceeded expectations.

**QATAR AIRWAYS**

**Hub Customer service agent - DEC 16 - APR 17**

* Always offered customer service in compliance with Qatar Airways policies and standards.
* Handled passenger queries and always offered information covering a wide variety of airline and/or airport related topics.
* Coordination and establishment of communication between passengers and different departments of Qatar Airways.
* Provided proactive service to passengers prior to check-in.
* Responsible for security and customer access to ports of entry.

**EMIRATES PALACE HOTEL – Abu Dhabi Reservations/ Sales and Marketing - 15 SEP - SEP 16**

* + Coordinating with all the hotel departments in order to bring the best possible results providing all request information including space availability, pricing, discounts and general.
* Resolved guest concerns or complaints in a timely, courteous and professional manner.
* Use proper selling techniques and strategies to maximize budgeted room occupancy and ancillary revenue goals.





**COX & KINGS LTD – Mumbai**

**Travel Advisor NOV 12 – DEC 14**

* Led selling of holiday packages to a variety of long-haul luxury destinations: Europe, Egypt, Turkey, America, Dubai and Far East.
* Planned departmental and GSA marketing, in additiont to promotion of Travel Packages

and Group Tours with Overseas Agents.

- Developed new emerging markets – UK, Singapore, and Sri Lanka increasing departmental revenue

**IT Skills**

* Outlook, Excel spreadsheets, Word documents and multi- line phone systems

**ADDITIONAL QUALIFICATIONS AND TRAININGS**

* 2 Months Basic Training in Sabre CRS at Transcontinental e Services.
* Essential Sales Skills Training from Cox and Kings.
* Effective Communications Training from Cox and Kings.
* Essential Communications Training as per Kempinski standards from Emirates Palace.
* GHA – Discovery Loyalty programme from Emirates Palace.
* Complaint Handling and Conflict management from Emirates Palace.
* Al Tea Reservations and ticketing Systems Training from Qatar Airways.
* Dangerous goods training from Qatar Airways.
* Amadeus systems training – Travza.

**CAREER ACCOMPLISHMENTS**

* Developed new emerging markets and increased the sales revenue by 30% in 3 months of joining at Cox and kings.
* Promoted innovative methods of handling critical red flag cases and reducing que management time across all exit points – Airports/Cruise ports/Land borders at Planet Tax Free – Dubai International Airport.
* Estbalished new processes for better coordination between Reservations, Guest Service Team and Reception for better coordination and reduction in abandoned calls volume from 45% to 12% at Emirates Palace hotel.
* Recognized regularly for exceptional guest reviews and contributions to the department at Emirates Palace Hotel.

**REWARDS & RECOGNITIONS**

Highest IFH score – 96 % (Quality audits – Emirates Palace hotel)

**VISA STATUS – Currently on Visit visa, available to join immediately**

