

Priyadharshini Ramu**Mobile:** +91 7358653220**Email:** pdharshan762001@gmail.**Work Experience:****Customer Service Executive / SpiceJet.ltd / Sep2019-Sep2021**

- Acted as a frontline of our company from greeting our customers and helping them in check-in for the flight.
- Helping companies' revenue by booking tickets and cash collecting. And even played a role in sales which includes meals and other services in flight.
- Some basic paperwork, and system work for collecting passenger details and some official work for a day-to-day flight operation.
- And most importantly, played a vital role in safety instructions where customer safety is one of the top priorities of my role.

Associate Transaction Processing/ Sutherland/ May2023- Present

- I acted as a backend agent for Expedia Group, a travel company specializing in the settlement of airline tickets.
- The primary responsibility is to resolve fund transaction disputes between airlines and travel agencies.
- Additionally, by settling the transaction between the client and customers, by rectifying the system errors.
- I used to work with a GDS tool called Amadeus to do all of this. In which I have more than 02 years of experience by now.

Academic Qualifications:

Course	Institution	Year Of Passing	Percentage
12th Std	Kalashetra Matriculation Higher Secondary School, Chennai.	2018	68.5%
10th Std		2016	91.8%

Diploma/Degree Qualifications:

Course	Institution	Year Of Passing
Advanced Diploma in Cabin Crew Management	PTC Aviation Academy, Chennai.	2018
Advanced Diploma in International Air Travel Management		

Advanced Diploma in Airport & Airline Management		
BCom	SRM College of Arts and Science, Chennai.	2021 (CGPA: 7.44)
Master of Arts International Business	University of Greenwich Singapore.	2023 (Grade 7)

Professional Skills:

- Excellent Communication Skills
- Quick and efficient when working
- The ability to work well in a team

Technical Skills:

- DCA (Diploma in Computer Application)
- Tally ERP.9
- MS Word & Excel
- GDS- Amadeus

Skill Sets:

- Warm Personality
- Cross Cultural Sensitivity
- Customer Focused
- Physically Fit
- Diplomacy and Tact

Personal Information:

Name	: Priyadharshini Ramu
Gender	: Female
Date of Birth	: 07-06-2001
Nationality	: Indian
Marital Status	: Single
Passport/FIN No	: R 0871678
Height	: 160CM
Weight	: 53Kg
BMI Range	: 20.7
Languages Known	: Tamil – Native Fluent in English Beginner in Hindi
Address	: NoS-2, SDM Flats, 2 nd st Vijayalakshmi Nagar, Kattupakkam, Chennai-600056.

Declaration:

I am keen to continue my career and prepared to work hard in order to achieve my organizational objectives and I hereby declare that the information furnished above is true to the best of my knowledge.

Your's Truly,
(Priyadharshini Ramu).