



# Dhara Soneji

## Sr.Customer service executive

To excel in Travel & Airline and multiple Industry and always serve customers with a smile and dedication

## Contact

### Phone

9909432403

### Email

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### Address

Near shivranjani cross rode  
Ahmedabad

## Education

2013

B.A ( English)

2014

Deploma in Aviation hospitality tours and travel management from Aro Star Academy

## Language

- English
- Hindi
- Gujarati

## Experience

○ 2011 - 2013

Nokia care center Porbander

(handling costumers and doing all type of software in mobile)

Neha aviation PVT LTD and Cambata aviation PVT LTD

Customer Service Agent, 02 Jan 2014 To 12 Sep 2014 Responsibilities:

(Involved in handling Air India & Singapore Airlines ground operations on behalf of Neha Aviation) Handling Checking Counter, Boarding Gate, Arrival Handling.

○ Assistant Supervisor, 02 Dec 2014 to 10 Oct 2015 Responsibilities:

(Involved in handling Emirates Airlines ground operations on behalf of Cambata Aviation) Handling Checkin Counter, Boarding Gate, Arrival Handling.

Akbar travels PVT LTD and Richa world travels PVT LTD

Senior Counter Executive, 19 OCT 2015 TO 25 Sep 2019

Senior Counter Executive, 19 Nov 2019 TO 25 Oct 2020

All Type Of Ticketing, Hotel Booking, Group Booking, Telephone sales

Non air activities, Hotel rate proposals, insurance, railway issuance, Domestic activities, Car activities

Managing long stay reservation (Domestic & International)

Handling reservation (issuing domestic and international ticketing and re-issuance)

○ Rao Consultants Pvt Ltd

Front Desk Executive 21 Dec 2021 to Till

Responsibilities

Handling Clients as well handling floor and Back office work

Career Highlights:

- Customer management skills
- well conversant with DCS System, MACS.
- selling and negotiating skills
- Ability to manage high pressure situations.

Summary of Qualifications:

Profound knowledge of IATA regulations.

Strong knowledge in IATA standard reservations/ticketing procedures. Solid ability to handle reservations by assigning flights and ticketing.

Operational knowledge of Airline DCS system. Gds system

Amadeus/Galileo/Abacus, Good knowledge of the world's geography.

Ability to work under stressful situations and tight time constrain