

Nishi Shah

M# (+91) 8733899330

Email to: - nishishah2407@gmail.com

OBJECTIVE:

Pursue a career in Travel Industry with a growth-oriented company offering opportunities for advancement and professional development.

CAREER SUMMARY:

Experience in training, quality analysis and process improvement. Key strengths include reporting, customer service and strategic planning. Perceived as highly positive, motivated and committed team player with proven success exceeding productivity goals. Proficient in Microsoft Word and Excel.

CREDENTIALS

- An accomplished Service/Office professional with hands experience with people as well administration/management and computer skills.
- Have worked extended hours as needed.
- Positive team player attitude. Motivated, flexible and a fast learner
- Successfully worked on Excel Sheets for reporting and complete Microsoft Office efficiently
- Not afraid to ask questions in order to clarify ambiguous instructions
- Retain maximum client.
- Dynamic, result oriented and self-motivated and ability to perform multi-tasking.
- Excellent communication, organizational and time management skills.

My Skills as Travel Agent

- Strong domestic travel knowledge
- Ability to work in a team environment
- Effective oral and written communication skills
- Proficient internet research skills for customer information
- Achieves sales goals and objectives
- High self-motivation

LINGUISTICS

English, Hindi and Gujarati

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COMPUTER SKILLS

Computer Basics and Windows.

Hands on with MS Office Suite (Word, Excel, and PowerPoint) and Internet browsing. Data sourcing.

Amadeus CRS

PROFESSIONAL COURSES & EDUCATION

- H.S.C completed with GSEB (Gujarat Secondary Education Board).
- B.Com. from GLS I.C Gujarat University.
- IATA (International Air Transport Association) from ITTI in 2010.

WORK HISTORY

Utopia Travel services

JUNE2010 to Continue

Sr. Domestic Travel Consultant.

- Interface with customers to build solid work relationships
- Provide quotes for travel expenses
- Apply discount programs where necessary
- Communicate appropriate information to clients regarding fares and itinerary
- Maintain client profiles for follow-up
- Collect and process payments
- Advise clients on travel arrangements
- Deal with complaints and refunds
- Secure new client sales and retention through customer service provided
- Stay educated on airline rules, regulations and current affairs

Personal Details

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|---------------------|--------------------------------------------------------------------------------------------------|
| • Nationality | – Indian (Hindu) (Gujarati). |
| • Marital Status | – Married. |
| • Date of birth | – 24 th July 1988. |
| • Hobbies | – Travelling, Listening Music, Etc |
| • Permanent Address | – GF-1 Astamangal Flat, Opp V.R.Shah School, Nr
Nava Vikas Gruh Road, Paldi, Ahmedabad-380007 |

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DECLARATION: I hereby declare that all the above information is correct and provided by me.

Nishi Shah