

ASHWANI KUMAR

WORK EXPERIENCE



Travel Sales Consultant

Flight For Us

March 2022 to April 2023

(1 year, 1 month)

- Assist with online booking for complex international travel for United Kindom citizens.
- Maintain accurate customer account data.
- Supervise card payments online.
- Resolve customer issues and assist with complaints.
- Develop professional relationships through clear and effective communication.
- Cold calling on given leads to increase sales.



Senior Associate

Wipro

February 2021 to December 2021

(11 months)

- Handling customer escalations.
- Writing emails or making calls to the backend teams.
- Coordinating with managers.
- Assisting in training sessions for new batches.

Associate

Wipro

January 2020 to January 2021 (1 year,1 month)



- Taking inbound and outbound calls.
- Making detailed notes of customers' queries or issues.
- Resolving customers' queries or issues at a given time.
- Try to upsell or cross-sell.



EDUCATION

- University Of Delhi
- School Of Open Learning
- Bachelors Of Commerce (2018)

CONTACT

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SUMMARY

A Professional with 2 years of experience in customer service and 1 year in travel industry. Expertise in customer service with excellent communication and interpersonal skill. Also skilled in resolving customer complaint, processing orders and improving customer satisfaction.

SKILL

- Business Communication
- Customer Relationship Management.
- Team Building
- Sales
- Conflict Resolution
- Amadeus And Galileo