

AANCHAL MALHI

NEW DELHI- 110018, INDIA

Mobile No. - 9711030781

Email ID – aanchal.malhi1988@gmail.com

CAREER OBJECTIVE

To strive for excellence, in assigned responsibilities and be a continuous learner, for steadfast enhancement of my skills and knowledge base through sheer commitment. To work in an innovative team environment and make a positive contribution towards the company goals.

EXPERIENCES:

❖ FAREPORTAL INDIA PVT.LTD

DESIGNATION -Revenue CC - Sr. Sale Executive

TENURE – APRIL 2022 –TILL NOW

JOB PROFILE:

- Scheduling flights based on customer needs and available flights, including checking weather conditions and making changes as needed
- Communicating with customers to answer questions about tickets, pricing, or flight schedules
- Collecting payment from customers for airline tickets, including cash, credit card transactions
- Entering customer information into a computer system to issue tickets or update records
- Involves processing electronic ticketing requests for customers and send to the Ticketing department
- Explaining airport rules and procedures to passengers prior to boarding flights
- Processing refunds for lost or damaged tickets or reservation errors
- Explaining applicable fees and taxes for each ticket
- Processing boarding passes and checking the identification of passengers prior to allowing them to enter the airport terminal.
- Sell travel products to customers for travel benefits i.e. Travel Insurance, Blue Ribbon Bag, and Travel Assist.

❖ WORKING WITH NEXA INFO TECH- DELHI

DESIGNATION – Jr. Sale Executive

TENURE: - APRIL 2018 TO MAY 2021

JOB PROFILE:

- Serves customers by selling products and meeting customer needs.
- Services existing accounts obtain orders and establish new accounts by planning and organizing a daily work schedule to call on existing or potential sales outlets.
- Focuses sales efforts by studying existing and potential volumes of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.
- Recommends changes in products, services, and policies by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

❖ **WORKING WITH NIMBUS ADVENTURES PVT. LTD.-CHANDIGARH**

Designation: - Jr. Sale Executive

Tenure: - March '2013 to Nov 2017.

JOB PROFILE

- Meets with clients to determine travel needs, budgets and preferences.
- Sells and coordinates transportation, accommodations, insurance, tours and activities.
- Direct Coordination with Airlines and Hotels for the best deals.
- Advises clients regarding destinations, cultures, customs, weather and activities.
- Collects payments, books travel arrangements and pays applicable fees.
- Handles travel issues, conflicts, complaints, cancellations and refunds.
- Builds and maintains relationships with travel and tour vendors.
- Attends travel seminars and conferences.
- Conducts research on destinations and industry trends.
- Maintains accurate records of bookings, payments, transactions, phone calls and meetings.
- Contributes to agency efforts by accomplishing related tasks as needed

PROFESSIONAL SKILL

- GDS (AMADEUS)
- Handling Customer Complaints
- Travel Coordination
- Multitasking and Prioritization
- Documentation and Recordkeeping

EDUCATIONAL AND PROFESSIONAL CREDENTIALS

- Bachelors in Airlines, Tourism, and Hospitality Management from ITFT College Mohali.

ACCOMPLISHMENTS:

- South Africa Training Programme VII – JUL 2017.
- Switzerland Online Training Programme. Traveling
- Explore new Destinations
- Spain Online Training Programme

CERTIFICATION:

GDS AMADEUS –INDIA TRAVEL & TOURISM INSTITUTE

LANGUAGES (SPEAK, READ & WRITE)

English, Hindi, Punjabi

SUMMER INTERNSHIP

01st JUN, 07 – 01st JUL, 07

Organization - Oriental Journey PSA of Cosmic Air, Delhi

Description

- Preparing Itinerary
- Package Costing
- Direct Customer handling

HOBBIES

- TRAVELLING
- EXPLORE NEW DESTINATION