

CURRICULAM-VITAE

SHALINI SAHA

AE-6, Rabindrapally, Bideesha
Apartment, Flat-304, Kestopur, P.S.-
Baguihati, Kolkata- 7000101
West Bengal, India.

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Objective:

To grab an opportunity and set myself a goal where I can be innovative and attain a challenging position by exercising my interpersonal and professional skills to the fullest for the growth of the organization and mine as well. I am ready to take any challenge which seems under the profession.

ROLES AND RESPONSIBILITIES:

- Customer Service
- Resource Management
- Sales

Education Details:

Education	College/School	Time - Period
Graduation(B.Sc)	NCHM & IGNOU University from IHM Mumbai	2013-2016
Higher Secondary +2	Salt Lake High School, ISC Board.	2011-2013
Mid School, till 10	Our Lady Queen of the Missions School	2011

Certification :

- ❖ Certification (8 years) in classical dance form.
- ❖ Certification-Graduation (3 years) in Hotel Management from IHM Mumbai.
- ❖ Certification (1 month) in customer service from Future Group (CENTRAL)

Working –Experience:

Organization	Role	Role- Description	Time -Period
Tata Sia Airlines(Vistara)	Customer Service	<ul style="list-style-type: none">Effectively supervised day-today front-end operations of a busy customer service department.Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.Created, edited, and altered customer service strategies and procedures in agile manner to best deliver a satisfying experience for all store customers.Managed and updated the customer loyalty program.	2019-Till date
Jet Airways	Customer Service	<ul style="list-style-type: none">Assists the customers with itinerary changes Flight reservations Customer loyalty.Helps passengers with providing flight information, issuing tickets, check-in, solving ticket related problems and checking baggage.	2018-2019

House Of Anita Dongre Limited	Senior Fashion Consultant	<ul style="list-style-type: none"> • Researching current fashion trends and determining what consumers will like. • Collaborating with the design team to develop ideas for new products based on research data. • Designing sketches for new products with a design team • Creating clothing patterns for mass production. 	2017-2018
Bestseller India	Fashion Consultant	<ul style="list-style-type: none"> • creating/visualizing an idea and making a sketch by hand or using computer aided design. • keeping up to date with emerging fashion trends • liaising closely with sales, buying and production teams 	2016-2017
Inter-continental Hotel	Trainee	<ul style="list-style-type: none"> • Understanding the hotel business & Customer Service and helping in any cause to seniors 	2014(4 Months)

Tools & Applications

- CRM
- SAP
- Salesforce
- Amadeus
- Worldtracer
- Microsoft Office (word,excel,power point)

Hobbies & Interest :

- ❖ Listening to music, travelling.

Personal Profile :

- ❖ **Date of Birth** : 26th July 1994
- ❖ **Sex** : Female
- ❖ **Marital status** : Married
- ❖ **Nationality** : Indian
- ❖ **Languages known** : English, Hindi, Bengali.
- ❖ **Pan No.** : GUUPS6895H

Declaration :

I hereby declare that the above information furnished by me is true to the best of my knowledge.

Place: Kolkata

Shalini Saha

