




## DAVINDER KAUR

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### OBJECTIVE

Seeking assignments in Reservations and Ticketing / Client Relationship Management / Service Operations / Public Relations / Retail Operation with an organization of high repute, preferably in U.A.E / Canada / United States of America.

### PROFILE SUMMARY

Nearly 8 years of experience in Reservations and Ticketing, Client Relationship Management, Training & Development, Adroit in ensuring delivery of high quality services and achieving continuous high customer Satisfaction with revenue generation. Flair for identifying & adopting emerging trends & addressing industry. Deftness in setting out quality standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA.

Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence. Skilled in managing teams to work in sync with the corporate objectives & motivating them for achieving business and individual goals. An effective communicator with excellent relationship building & interpersonal skills backed by strong analytical, problem solving and organizational abilities.

### CORE COMPETENCIES

- Creating new Reservation on Global Distribution System (Amadeus)
- Ensuring action on Voluntary and Involuntary reissuance of tickets
- Taking care of Travel Agent's queries and guiding them accordingly
- Co-ordinating with staff of other Airlines at the time of Disruption
- Accomodating passengers on different flights at the time of Disruption
- Reinstating declined reservations to enhance revenue for the Organisation
- Serving passengers and Travel Agents of other Airlines under the protocol of IAG (International Airlines Group)
- Working on several Airlines in house systems in order to help them at the time of requirement
- Negotiating with Customers on Behalf of Organisation at the time of crisis
- Helping teams with process queries
- Training new joinees

### SKILL SET



Airline Ticketing &  
Creating New PNR



Client Relationship  
Management

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## ORGANIZATIONAL EXPERIENCE

- Worked with **British Airways (Call B.A. - 100% Subsidiary of B.A.)** as a Booking and Reservation Agent from Mar'2013 till date.

### Role:

- Serving passengers and Travel agents of different markets like U.K., India, U.A.E, U.S.A and South Africa
- Rendering assistance to passengers and Travel Agents especially in the event of delays and diverted flights
- Dealing with reservation changes and cancellations.
- Revalidation and Involuntary re-issuance of e-ticket document
- Communicating with Flight Dispatch and Ground Services to accommodate passengers on other flight or carriers
- Calculating base fare, taxes and other charges for preparing e-ticket document on Global distribution system (Amadeus and Pegasus)
- Tracking documents using Pegasus for missing, damaged and tag-less baggage in compliance with IATA and ABTA norms
- Assisting clients in making Fresh bookings

### Accomplishments:

- Got promoted as a SME in the company
- Acted as client on behalf of British Airways to its vendors for outsourced business
- Conducted training sessions for the vendor's team leaders, trainers and managers
- Managing escalation on calls
- Floor management working as a supervisor
- Handling team and targets at time

- Worked with **American Express** as a Customer Service Representative from Feb'2012 to Oct 2012

### Role:

- Serving USA Passengers
- Following up on declined bookings and retrieve payments to enhance revenue
- Dealing with complaints and refunds
- Handling new credit card queries and approving them
- Calling customers to remind the request made by them for credit cards.

### Accomplishments:

- Handling team in absence of Team Leader

- Worked with **Intellinet Global Services** as a Customer Care Executive from Mar'2010 to Feb'2012

### Role:

- Handling Mortgage Accounts calling banks for confirmation of payments
- Dealing with bankruptcy calling courts and attorney for confirmation
- Maintaining daily log for the number of cases
- Updating credit report of consumers with credit bureau (Equifax)
- Reviewing secured and Un-secured loan details

## ASSOCIATED WITH



#### Accomplishments:

- Taking care of the new batches on the floor
  - Handling team in absence of TL
  - Making monthly performance report of the team
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- Worked with **Nexus Consultancy** as Sr. Consultant from Jun'2006 to Oct'2008

#### Role:

- Taking care of interviews for different companies
  - Conducting briefing for the interviews
  - Selecting people according to standards of companies hiring
  - Working on joining process for different companies
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### EDUCATION

- Bachelors of Commerce from University of Delhi
  - XII from Lovely Public Sr Secondary School
  - **IT Skills:** MS Office (Word, Excel & PowerPoint), Amadeus, Galileo and Pegasus
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### PROFESSIONAL ENHANCEMENTS

- Soft Skills Training
  - Presentation Skills Training
  - Training and Interviewing Skills
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### PERSONAL DETAILS

Date of Birth: 16<sup>th</sup> August, 1985

Linguistic Abilities: English, Hindi & Punjabi

Marital Status: Single

Nationality: Indian



### EDUCATION

