**Gurdeep Singh Kohli**

**Contact**

71/55 Ground floor  
Prem nagar, Janakpuri  
New Delhi 110058

Mobile: +91 9999402133

E-mail: gurdeep619@gmail.com

**Professional Summary**

Dedicated and focused who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

**Skills**

* MS-Word MS-Office Internet MS-Excel
* Administrative support specialist
* Filing and data archiving
* Spreadsheet management
* Works well under pressure
* Advanced clerical knowledge
* Flexible
* Team building
* Customer service-orientated
* Database management
* Employee training and development

**Work History**

**Heka support service pvt ltd August 2016-Present**

**(Sr Travel Associate)**

* Maintain calendars and schedule appointments for staff members based on the knowledge of their activities, regularly scheduled meetings, and ad hoc meetings.
* Handling Client’s Enquiries in French, Emails.
* Translating and verifying documents (ENG-FR/FR-ENG).
* Reporting data and send report to market and assign tasks.
* Invoicing VISA and International trips of corporate clients (Credit note/Debit Note)
* Record minutes of technical and team meetings.
* Receive and direct telephone calls and inquiries to appropriate staff members;
* Maintain files and photocopies documents.
* Contribute to team effort by undertaking additional tasks and responsibilities as requested.
* Handle weekly logs and Sla’s.
* Reporting data and send report to market.
* Weekly call with client in French and basis of the priorities assign task to team.
* Maintained the front desk and reception area in a neat and organized fashion.

**EXL service pvt ltd June 2011-August 2016**

* Queues handling
* Issuing/reissuing Airline tickets for European market.
* Invoice/credit note creation
* Renew/creation of frequent flyer card for Air France
* Itinerary confirmation to passenger via mail in French
* Handling Client’s Enquiries in French, Emails.
* Translating and verifying documents (ENG-FR/FR-ENG).
* Reporting data and send report to market and assign tasks.

**IBM Global Services**  **August 2010 — April 2011**

* Responded emails of the placed orders on the website Amazon.fr.
* Responded pre-order queries.
* Handled French calls of the transporters from France.
* Handled complaints of the Customers regarding their orders.
* To be in touch with the sellers and transporters.

**Qualifications**

* B1 Level  French from Alliance Française de Delhi
* Diploma in French from Ramjas( Delhi University)
* Certificate in French from Guru Gobin Singh collage (Delhi University)
* Knowledge of Global distribution systems (Amadeus and Galileo)
* Diploma in Air ticket reservation from KOUNI TRAVEL ACADEMY
* Geographical knowledge of world map.

**Education**

**12th 2005 — 2006**

Sukho Khalsa sr sec school

**Bachelor of Arts 2006 — 2009**

University of Delhi

**Interests**

Music and Travelling

## Personal details:

Father’s Name : Mr. Gurcharan singh kohli

Mother’s Name : Mrs. Taranjit kaur

Date of Birth : January 9, 1989

Marital Status : Unmarried

Languages Known : English, Hindi, Punjabi and French.

DATE :

PLACE : Signature:

**( Gurdeep singh kohli )**