

AAMRIN MAHEBOOB SHAIKH

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Current place: Nashik (Maharashtra)

OBJECTIVE - To work for a professionally managed company with a good organizational objective & friendly environment, in a capacity that offers responsibility, challenge, job satisfaction and scope for organizational and personal development and growth.

EDUCATION

Master of Arts (M.A. English Literature)

Savitribai Phule Pune University
H.P.T. Arts & RYK Science College, Nashik
Year of Passing: 2016

Bachelor of Arts (B.A. English Literature)

Savitribai Phule Pune University
RNC Arts College, Nashik-road, Nashik
Year of Passing: 2014

Higher Secondary Education (12th)

Maharashtra State Board
E.Y. Fadol Jr. College, Nashik-Road, Nashik
Year of Passing: 2011

Secondary Education (10th)

Maharashtra State Board
Janata Vidyalaya Gandhinagar, Nashik
Year of Passing: 2009

PROFESSIONAL COURSES/QUALIFICATION

- Trained and certified in GDS system: **Amadeus, Galileo, Fare Logix**
- MS-CIT
- Typing (30 wpm English)
- MS-office: MS Word, Excel, MS Powerpoint.

WORK EXPERIENCE

Organization: WNS Global Services, Nashik

Role : Sr. Associate - Operations. (Kiwi.com)

Duration : May 2018 – September 2019

Responsibilities:

- Worked as Ticketing agent with Kiwi.com
- Experience working on GDS's like Amadeus and Galelio., Farelogix.
- Responsible for creation of PNR and issuance of tickets across domestic and international bookings with correct fare and with correct fare rules.
- Experienced in voluntary and involuntary re-issuance, re-validation and refunds of tickets by verifying the exact nature of cancellation request – split pax, no show, full refund. Exception cases like visa rejection, medical and death cases.
- Communicate clearly and effectively with internal teams like customer service & finance(claims), and external teams like airlines & other ticketing partners. Help agents with any queries and assist along if required.
- Worked on tools like Podio, Portalo, Slack, PureCloud, Bookers, Confluence and Balkan.
- Handle and respond to customers requests to ensure prompt resolutions of the queries resulting in complete satisfaction & acceptance.

Organization : Ztek Consulting Pvt. Ltd, Nashik.

Role : US IT Recruiter

Duration : July 2016 - September 2017

Responsibilities:

- Experience working in end to end full recruiting life cycle
- Screening the resumes based on educational qualification, technical skills and communication skills and short-listing if it matches the requirement.
- Knowledge with Dice, Monster and Techtech.
- Maintaining good relationship with vendors to make the business high.
- Maintaining a database to make the work easier and quicker for submissions.
- Interviewing the candidate and evaluate them by their communication skills, confidence and technical skills.
- Good in Negotiating the rate to bring down the rate cap with the employer and consultants if they are Green Card Holder/US Citizen and EAD.
- Scheduling the interviews and updating the feedbacks to the consultant as well as employer. Sending offer to consultant and taking follow up with them till they join the project.
- Maintaining good relationship with the consultants after joining to make them to satisfy with their offer.

EXTRACURRICULAR/CO-CURRICULAR ACTIVITIES

- **Achievement:**
Secured 1st rank in Essay Competition in K. K. Wagh Engineering College.
- **Participation:**
Participated in National Service Scheme (NSS)
Attended Soft Skill Development Program.
Attended Personality Development and Value Education Programs.

KEY SKILLS

- A strong willingness to learn new skills
- Initiative for taking new roles and responsibilities
- Smart working, ability to get along well with people

STRENGTHS

- Teamwork skills.
- Ability to rapidly build relationship and set up trust.
- Disciplined and punctual

LANGUAGES KNOWN

English
Hindi
Marathi

PERSONAL DETAILS

- **Father's Occupation** : Retired
- **Permanent Address** : G-225, Press Colony, Gandhinagar, Nashik-06
- **Date of Birth** : 24th June 1994
- **Marital Status** : Single
- **Nationality** : Indian
- **Interest & Hobbies** : Listening soft music, Reading Books.

DECLARATION

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

Date :

Place :

AAMRIN M. SHAIKH