



## SUMMARY

**Energetic and performance-driven customer service representative with 5yrs of experience improving customer satisfaction and successfully defusing the toughest clients, I love to learn such new things to apply them and doing innovative things efficiently is what makes me happy, and I strive for that.**

## EDUCATION

Sri Sankara Arts & Science College  
Bachelor's Degree in Computer Applications  
2012 – 2015.  
University of Madras  
Master of Science in Information Technology  
2017– 2019 ( Distance Education).

## SKILLS

- Strong organizational management skills.
- Exceptional communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Detail-oriented and able to handle multiple tasks simultaneously.
- Experience in managing budgets and handling financial documents.

## TECHNICAL EXPERTISE

- HTML and CSS
- Tailwind CSS
- JavaScript
- React JS
- Basic Concepts of Java
- Microsoft Office
- Operating System- Windows

## LANGUAGE

- English
- Tamil
- Telugu

## WORK EXPERIENCE

### Sales and Management Team

**M/S. Airvision Tours and Travels Pvt Ltd**  
**Years 2023-2024**

#### 1. Tour Packages:

- Handles both International and Domestic Packages successfully planned and booked travel arrangements for customers.
- Developed and maintain strong relationship with airline, Accommodation and transportation.
- Demonstrated excellent customer service and problem solving providing detailed planning services to clients, including flights, hotels and transportation
- Assisted customers with passport, visa applications and other travel documents.
- Maintained knowledge of current laws and regulations.

**M/S. TakeOff World Tours and Travels Pvt Ltd**  
**Years 2015-2019**

#### 1. Visa:

- Collecting documents from the guest side and verifying the set of documents and schedule the appointment for the types of visas categories from the related embassy.

#### 2. Passport:

- Make appointment for Tatkal and Normal passports.
- Explain Procedure for Lost and Damaged Passports.
- Ecr Clearance.

#### 3. Pcc:

- Make appointment for police clearance certificate.

## DECLARATION:

The information presented in this resume is true and accurate to the best of my knowledge. I assure you that my experience, skills, and qualifications meet the requirements of the job and I am committed to making a positive contribution to your organization.