SNEHAL PATIL

**Process Associate**

Pune,Maharashtra,411014 | +91-8788087712 | [snehalpatil22998@gmail.com](mailto:snehalpatil22998@gmail.com)

# CAREER SUMMARY:

Aspiring Process associate, CSE with a strong commitment to delivering exceptional passenger experiences and. Eager to bring my 1.10 years of

customer service expertise and interpersonal skills to the field. Dedicated to providing outstanding service, maintaining a positive and calm environment, and contributing to the overall success and reputation of the industry.

# WORK EXPERIENCE:

**IGT Solutions**

**Process Associate** ,**CSE** [July 2022 - May 2024]

Provided timely support for an average of 30 customers per day, responding to phone calls, emails, and chat messages

Process cancellations, process refund, rescheduling the flights with the help of Amadeus.

And make sure passengers received their re-issue tickets before travel. Well familiar with Inboud, and travel-Ops department

# EDUCATION:

## 2019-2020 | Frankfinn institute of Air hostess training , Pune

Diploma in Aviation, Hospitality And Travel Management

## 2018-2021 | Yashavantrao Chavan Institute of Science, Satara.

Bachelor of Science - Microbiology

# CERTIFICATIONS:

[**Inflight Trainin g** | Air Indi a](https://drive.google.com/file/d/13otNR5lQA6vSdlzS_lboCBosZEhm7Tql/view)

## [Udaan- Customer Interaction Pro](https://drive.google.com/file/d/1m5umPdEjutwzO2qh6CpV8hBZ_jEIiM1t/view) [gram](https://drive.google.com/file/d/1m5umPdEjutwzO2qh6CpV8hBZ_jEIiM1t/view)

[**Ticketin g and Reservation with AMADEU**](https://drive.google.com/file/d/1QCCFLxO08HDzQygYujFUF2jQtBCiJ1fK/view)[**S** | Amadeus](https://drive.google.com/file/d/1QCCFLxO08HDzQygYujFUF2jQtBCiJ1fK/view)

[**NSDC Certified (Role-Front office associate**](https://drive.google.com/file/d/1BWiGVGOt-GBfDbF6wJgPWOiyPfAJriFk/view)[**)** | National Skill Develo pment Corporation](https://drive.google.com/file/d/1BWiGVGOt-GBfDbF6wJgPWOiyPfAJriFk/view)

# SKILLS:

Verbal Communication Collaboration Adaptability

Customer Support Conflict Resolution Training/Leadership