

KETAN NANDARAM BHOR

Sr.No-46, House No.A-50, 'Vighnaharta', Kashid Nagar, Near PCMC Garden, Pimple Guarv,Pune-411061.

+91 9860995070

Career Objective:

To pursue a highly rewarding career, seeking a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

Overview:

- Dynamic & diligent professional with 6 years of overall experience
- Strong problem solving & analytical skills with flexibility, resourcefulness & proven ability to work as part of a diverse team
- Worked as **Acting Team Leader**, Managed team in in absence of leader
- Excellent interpersonal and organizational skills.

Education

- Masters of Computer Management Pursuing from University of Pune.
- Bachelor's degree in computer Science from University of Pune

Key Skills

- Ability to work with new software's
- Technical domain expert
- Highly motivated and Hardworking
- Can multi task
- Expert in Handling customer queries and complaints
- Dynamic, results-oriented, problem solver
- Can explain complex technical information in layman's term
- Proven adaptability to differing cultural and business environments

Technical Skills

- Project Management terminology, framework and implementation
- Process development, deployment and improvement
- Problem/Root Cause Analysis
- Technical Writing, Training Development

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (Feb'14 – Feb'18)

Project: Etihad Airways

Position Title: Senior Process Analyst

Project profile:

Working in fare Filing and distribution in TCS for Etihad Airways. Filing Public as well as Private fares for Etihad Airways, also done audit for each filing and working on Amadeus CRS to solve client issues and knowledge of Add-on.

Roles and Responsibilities:

- Handle the corporate as well as public fares for Etihad Airways
- Provide Online Support to EY (Etihad Airways)
- Provide complete solution to issues raised by Client and stakeholders
- Working on Amadeus and Sabre CRS.
- Acting as Team Leader in absence of Management. Take care of Work allocation to team members
- Also handling entire shifts in different shift timings which includes audits of all types of filings, work tracker handling,
- Attending clients calls, solving the queries for implementing staff during coding of different contracts, also held team briefing with team lead to give new updates in project.
- Perform any other job duties as assigned by the management.

Accelya kale Solutions LTD (Jan'13 – Feb'14)**Project: Kenya Airways & Garuda Airline(Indonesia)****Position Title: Associate****Project profile:**

Filing Fares for Kenya airways and Garuda Indonesia. Public as well as Private And through fares are filed in Accelya kale Solutions LTD for Kenya Airways and Garuda Airline also working on Amadeus and Galileo CRS to check whether fares are correctly prized or not.

Roles and Responsibilities (Kenya Airways):

- Handling the corporate as well as public fares for KQ.
- Giving Online Support to KQ (Kenya Airways)
- Solving client issues.
- Pricing the fares in CRS
- Working on Galileo CRS.

Roles and Responsibilities (Garuda Airline (Indonesia)):

- Fling fares for corporate for GA(GARUDA Airline).
- Giving Online Support to GA (GARUDA Airline)
- Solving client issues and fare quote issues
- Worked on Amadeus CRS to price fares as well as to solve fare quote issues.
- Worked on Sabre CRS.

WNS GLOBAL SERVICES (Jun'12- Dec'12)**Project: British Airways - Fare filing and distribution****Project profile:**

Filing Fares for british airways. Public as well as Private and through fares are filed in WNS Global Services PVT.LTD. for British Airways also working on Amadeus and Galileo CRS to check whether fares are correctly prized or not.

Roles and Responsibilities (Kenya Airways):

- Handling the corporate as well as public fares for BA.
- Giving Online support to British Airways (BA).
- Checking customer issues.
- Pricing the fares on CRS.

Personal Information:

Name : Ketan Nandaram Bhor
Date of birth : 26th Dec 1987
Marital Status : Married
Languages known : English, Hindi and Marathi
Contact Number : +91 9860995070

Hobbies / Interests:

Like to spend time with friends, Playing cricket and Cooking