

## **NAMITA RATRA**

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IGNOU Road, New Delhi

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Mobile : 91-9582037928

### **PERSONAL DETAILS**

Father's Name : Mr. Raj Kumar Ratra  
Gender : Female  
Marital Status : Married.  
Nationality : Indian  
Date of Birth : 07-05-1985.  
Language Known : English, Hindi, Punjabi  
Hobbies : Dancing, Listing music  
Passport no : F4430775



### **OBJECTIVE**

To pursue a challenging career with diverse responsibilities, together with a strong desire to make a substantial and positive impact towards the success of the organization.

### **Career Profile**

An accomplished skilled and knowledgeable Management Student with extensive knowledge of management and computer application

### **Skills & Strengths**

- Full of new bright ideas and unconventional techniques to accomplish tasks
- Possess excellent verbal and written communication skills
- Rapid grasping and learning abilities
- Ability to efficiently work under pressure
- Thorough graduate -level knowledge of Management & HR and Accounts & Finance
- Ability to work in a team and under pressure
- Good motivator, enthusiastic and open to learn new ideas
- Ability to handle multiple tasks

## **EXPERIENCES**

### **MY VISA ASSOCIATES**

Designation : Relationship Manager

Work Experience : August 2015 to till date

Worked with Mc Donald as a **Customer Care Assistant** Colindale, London

VIG Legend tour & Travels Pvt. Ltd. as a **Front Desk and Bookings Agent**  
Feb.2009 to Sept 2009

### **Responsibilities handled**

- Document scrutiny
- Maintain & record all application data.
- Customer handling
- Team handling
- Operating till
- Reservations
- Attending calls
- Booking tickets online
- Booking hotels & cars
- Maintaining relationships with clients
- Dealing with customer over desk& phone

## **JOB PROFILE**

- Working with My visa associates as a Relationship manager
- Guiding the applicants with the documents.
- Generating queries through web.
- Meeting with applicants face to face
- Providing consultation for PR visa (Canada, Australia)
- Developing relationship with potential clients.
- Solving applicants queries .

## **EDUCATION:**

- MA Management from Middlesex University (London, UK) in June 2011
- Graduate (BA) from Delhi University (India) in August 2008.
- High secondary (A LEVELS) in March 2004 with 73%
- Senior secondary (GCSE) in March 2002 with 49%.

### **Professional Qualification**

- Certificate course in Air ticketing from YMCA , in 2008 with 82%
- Computer reservation system (CRS) in Air ticketing (Galileo) with 82%
- IELTS scored 6 bands in January 2009

### **Additional qualification**

I had complete Knowledge of computer fundamentals & internet operations.

I had done D.C.P. course from private institution. Good Command over MS OFFICE (Word, Excel, PowerPoint), Operate Windows, Outlook Express & Internet.

### **SKILLS AND ABILITIES**

Being a Management student having best skills in LEADERSHIP, PLANNING ORGANIZING, DELEGATION FOR GROWTH & DEVELOPMENT.

Also I believe I have good communication skills as I can speak few languages:

- English
- Hindi
- Punjabi
- Urdu

This is an extremely useful skill which enables me to liaise with customers who do not have English their first language.

I believe teamwork is the key to success and I am able to adapt to all situations and work with a personality types and people from all backgrounds. I am also very punctual and attentive, work very well with honesty to deadline.

### **Achievement**

- Widely appreciated by most co-workers & clients.
- I have interest in different types of sports and activities.
- I have performed KARATE in school sport's day and have also participated in a Republic day parade 2001 on a National level and many other competitions in the school.

The all information mentions above is true to my knowledge and belief.

Yours sincerely  
**Namita Ratra**