

Anchal Khullar

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To enhance my skills in a work related environment through learning and being a better professional by putting my talent into good use for the benefit of the organization.

Work Experience

Subject Matter Expert (SME)

CWT India Pvt Ltd

February 2015 to Present

voice profile handling post reservation queries from June 1st, 2013-June 30th, 2014.

- Worked with Expedia travel (APAC) division from July 2nd, 2014-10th February, 2015 as an "SME" handling hotels, car rentals, travel insurance and customer service queries.
- Worked with Carlson wagonlit travels as a "SME" with Accenture Client from 18th February, 2015-till date confirming international operations for global market and providing on job training to new hirers and handling quality of the calls being monitored at customer service level and embarking the performance matrix based on the feedback shared by clients.

Process Associate

Ebookers

July 2010 to May 2013

Education

CBSE in ST. MARK'S

Senior Secondary

2007

Skills / IT Skills

- Agile Thinker
- Innovative Learning
- Team lead
- Team spirit
- Delegation of responsibility
- Knowledge of Various GDS (Sabre, Amadeus, world span, Galileo)
- Analysis of reports for SLA
- Monitored quality of the calls and emails as a coach as per company norms
- Knowledge of Microsoft office, windows, magenta

Additional Information

1. French diploma from alliance Francais.
2. Waterford toeffel English language certification.
3. Customer service program by Orange voice support desk.
4. Hotel academy Room it customer satisfaction training program run by Room it group.
5. Quality coach for customer service voice process for global market needs.
6. Executive assistant for managing the reservation queries for etravel sites.