***Curriculum vitae***

**JYOTI KISHORE**

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**Mobile: 8860857782**

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***Career Objective:***

Seeking a challenging position in the travel industry where I can utilize my previous experience and skills and work with dedication and commitment in an organization with an effort to develop creative ideas for the progress of that organization.

***Educational qualifications:***

* Completed MBA in Finance from Sikkim Manipal University.
* Completed B-COM from Delhi University.
* Passed 10+2 from C.B.S.E. Board.
* Passed 10th from C.B.S.E. Board.

***Other Qualification:***

* Diploma in Travel and Tourism from YMCA institute
* Certified course of GDS (Amadeus) from Bird Academy.
* Diploma in Computer Software from F-tech institute.

***Achievements:***

Attended Training Session of Emirates, Qatar Airways, China southern, British Airways, Jet Airways, Lufthansa Etc.

***Experience and exposure:***

**Worked with Intelenet Global Services Pvt. Ltd as a Senior Customer Care Executive (12th APRIL 2011- 30th APRIL 2012)**

**PROCESS NAME- US SCHEDULE CHANGE**

**Job profile:**

* Handling Queues of International Airlines (Amadeus, Worldspan and Sabre)
* Working on HX and NO segments
* Handling queries related to different sector of travel, finding the best connecting flights, solving and educating the passenger’s travel related queries over the phone and through E- mails for instance guiding to make reservation on website, baggage allowance queries etc.
* Sending Electronic tickets and invoices to the customers. Also taking care of special request by the customers for instance seat requests, meal requests etc.
* Dealing with after reservation queries of cancellation, date change, refund and detecting and cancelling dupe bookings.

**Worked with Crystal Travel Pvt. Ltd AS TRAVEL CONSULTANT (02ndNOV 2012 - 11th AUG 2016)**

**PROCESS NAME- UK SCHEDULE CHANGE**

**Job profile**

* Handling Queues of Airlines (Amadeus, Word Span and Sabre)
* Working on schedule change and cancelled bookings
* Informing Passengers about their new booking with new flight and new timings via Calls and Emails
* Handling Refunds in BSP and GDS
* Working on HX and NO segments
* Taking Escalation calls
* Online chatting with Passenger and airlines
* Booking and modification in reservations.
* Taking reissuance authority and refund waiver code
* Calling Airlines for alternate options

***Professional skills:***

* Working Knowledge of MS Office.
* Working Knowledge of Amadeus, Worldspan and Sabre.

***Strengths and Hobbies:***

* Strong catching power
* Punctual
* Good listener and Quick learner
* My hobbies are Listening to Music, like to travel and explore things and surfing net.

***Personal Details:***

Father’s name: Ram Kishore

Date of Birth: 13th SEP 1988

Gender: Female  
Marital Status : Unmarried  
Address : B-37, Pocket- 00, Sector- 1 Rohini Delhi-85  
Nationality : Indian  
Languages Known : ENGLISH, HINDI

***DECLARATION:***

I hereby declare that the information mentioned above is true and accurate to the best of my knowledge.

**Place: Delhi**