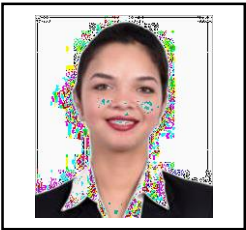


SHALIN SAINGAR

saingarshalin918@gmail.com || +91-8171612017 || Female || Age: 26



ACADEMICS

QUALIFICATION	INSTITUTE	BOARD/UNIVERSITY	YEAR	%/CGPA
B.Sc. - Airlines Tourism & Hospitality	School of Hotel Management and Tourism	Lovely Professional University	2019	7.21/10
XII	Jan Sayogi Inter College, Bharthana	Uttar Pradesh Board	2014	84.5%
X	M.S.K Inter School, Bharthana	Uttar Pradesh Board	2012	85.5%

INTERNSHIP/TRAINING

TAJ SATS AIR CATERING, NEW DELHI	<ul style="list-style-type: none">Managed catering operations.Assisted the training manager in supervision.Recorded operations data in the system.
AIR INDIA AIRPORT SERVICES, KOLKATA	<ul style="list-style-type: none">Passenger and Cargo handling.Check-in, RAMP, Loading/off-loading baggage/Cargo, Arrival, Special Handling.Part of Kolkata Team for Hajj Operations 2017(Phase I and II)Worked in both Domestic and International operations
RAMOJI FILM CITY, HYDERABAD	<ul style="list-style-type: none">Worked as Guest Relations Officer.Handled 6000 guests' everyday being the Guest Relations Officer.Managed the guest's diversions, feedbacks, grievances etc.Worked as a Sales person in Souvenir shops.Managed ticketing and provided information to the guests in the Front Office.

WORK EXPERIENCE	
AXIOM LANDBASE PVT LTD. (September 2020- December 2021)	<ul style="list-style-type: none"> • Handling queries and complaints via phone, email and general correspondence. Transferring calls as necessary • Arranged the meeting between clients and Company for the smooth flow of communication. Working over the sales calls. • Managed 50 -100 Calls per Day • Responsible for customer relationship management and lead identification • Keeping records in Ms. Excel
WORK EXPERIENCE	
IGT SOLUTIONS PVT LTD. (January 2022 - December 2022)	<ul style="list-style-type: none"> • Worked as a Process Associate in IGT Solutions Pvt. Ltd.(Expedia) • Working as a team player • Customer interaction • Providing resolution to the customer • Good knowledge about flights • Good experience working on GDS

CERTIFICATIONS	
<ul style="list-style-type: none"> • Completed online certification course on Canada Tourism and learned about its destinations and attractions. • Completed online certification course on South Africa Tourism and learned about its destinations. • Completed online certification course on Australia Tourism and learned about its adventure activities. • Completed online Certification course on Egypt Tourism 	
POSITIONS OF RESPONSIBILITY	
ACCOUNTANT AND COORDINATOR, YOUTHVIBE- LOVELY PROFESSIONAL UNIVERSITY, Phagwara	<ul style="list-style-type: none"> • Handled financial transactions of the event. • Arranged hospitality and transportation for the guests. • Worked as an event coordinator.

EXTRA CURRICULAR ACTIVITIES	
PARTICIPATIONS	<ul style="list-style-type: none"> • Represented the state of Jammu and Kashmir in ONE INDIA event organized by the Division of Student Welfare, Lovely Professional University, March 2017.

LANGUAGES KNOWN	<ul style="list-style-type: none"> • English, Hindi.
WEIGHT/HEIGHT	<ul style="list-style-type: none"> • 53kg/165cm
ADDRESS	<ul style="list-style-type: none"> • House No. 86, Purana Bharthana, Etawah 206242
Linked In	www.linkedin.com/shelin-saingar-778354166