

Kishlay Saxena

U51/8, DLF Phase 3

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I'm a highly motivated and experienced individual currently looking to enhance my professional career. I am seeking new challenges to flex my skills in a fast-paced economically driven environment."

Professional Experience

IGT Solutions

08/21

Process Associate for United Airlines Baggage Desk

Monitored and improved baggage desk system for United Airlines and other Star alliance members.

- Baggage resolution
- Claim settlement
- Pre-travel concern
- Refund related query

Education

Himali boarding school

03/12 - 03/15

La martinierre College

03/15 - 03/17

Delhi University
English Hon

03/18 - 03/19

Projects

Claim Settlement

- Reviewing different claims while keeping companies policy in mind.
- Verification of different documents and travel data.
- Evaluation of the claim for settlement based on liabilities.
- Settling the claim for expenses, lost, damage, and pilfered bags.

KANA Emails

- Sending claim forms, settlement letters, and other documents to passenger email.
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Pre-travel

- Assistance with basic pre-travel concern
- Advising the correct baggage allowance
- Briefing passengers with TSA rules and regulations for a better travel

Refunds

- Assisting with refund status of bag fee
- Revising the refund cheque for claims
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Media House 2020-21

- Worked for regional media houses as a developer.
- Started English media channel during the Covid pandemic.

Key Skills

- Communication
- Problem solving
- Creativity
- Time management
- Team work
- Writing
- Decision making
- Adaptability
- Negotiation

Interests

- Observing - Thinking - Execution of any and everything.