

ANKITA ASHOK CHAUHAN

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An individual with decision taking ability and armed with ability to perform under pressure.

OBJECTIVE

To achieve the best in my carrier line by working in the competitive & challenging world by making the best of my resources.

WORK EXPERIENCE

❖ Organization: Shri Venus Holidays - Mumbai

Designation : Domestic Air Ticketing Executive

Tenure : 1st Jan 2009 to 3rd Mar 2012.

Job Profile:

- Issuing Domestic Air Tickets as per client requirement.
- Handling Walk-in and Corporate Clients.
- Solving Issues of clients & suppliers.
- Co-coordinating with Airlines for Group fares or Special Fares.
- Collect payment, Re-issuance & Refund of Tickets.

❖ Organization: Estilo Tours– Mumbai (Khanvel Resort)

Designation : Air Ticketing Executive

Tenure : 5th Mar 2012 to 29th July 2012.

Job Profile:

- Issuing Domestic/International Air Tickets as per client requirement.
- Handling Walk-in and Corporate Clients.
- Co-coordinating with Airlines for Group fares or Special Fares.
- Solving Issues of clients & suppliers.
- Collect payment, Re-issuance & Refund of Tickets.
- As well as Bus Booking, Rail Booking, Passport, Visa for Corporate Clients.

❖ **Organization: Blueberry Worldwide - Mumbai**

Designation : Air Ticketing Executive

Tenure : 1stAug 2012to25rdApr 2013.

Job Profile:

- Issuing Domestic/International Air Tickets as per client requirement.
- Booking Rail, Hotel, Domestic and International air travel.
- Handling Walk-in and Corporate Clients.
- Solving Issues of clients, suppliers & Building strong relationships with them.
- Co-coordinating with Airlines for Group fares.
- Collect payment, Re-issuance & Refund of Tickets.
- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Up selling relevant add-ons, like, insurance, Hotel Reservation, etc.
- Monitoring bookings throughout the working day.
- Monitored and maintained payment records and transactions.

❖ **Organization: HNI Leisure World Pvt Ltd - Mumbai**

Designation : Head - Air Ticketing Department.

Tenure : 1stJune 2013 to 30th April 2014.

Job Profile:

- Issuing Domestic/International Air Tickets as per client requirement.
- Booking Hotel, Domestic and International Air travel& Visas for corporates.
- Handling Walk-in and Corporate Clients.
- Solving Issues of clients, suppliers & Building strong relationships with them.
- Co-coordinating with Airlines for Group fares.
- Collect payment, Re-issuance & Refund of Tickets.
- Researching travel options & presenting the best deals in terms of requirements.
- Handling Domestic/International Packages requirement.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Up selling relevant add-ons, like, insurance, Hotel Reservation, etc.
- Monitoring bookings throughout the working day.
- Monitored and maintained payment records and transactions.

❖ **Organization: J. V. Travels Pvt Ltd - Mumbai**

Designation : Assistant Manager – Domestic Air Ticketing Department.

Tenure : 1st June 2014 Till Date

Job Profile:

- Issuing Domestic Air Tickets as per client requirement.
- Handling Corporate Clients.
- Solving Issues of clients, suppliers & Building strong relationships with them.
- Co-coordinating with Airlines for Group fares.
- Collect payment, Re-issuance & Refund of Tickets.
- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Monitoring bookings throughout the working day.
- Monitored and maintained payment records and transactions.

EDUCATIONAL QUALIFICATION

Degree	Institution	University/Board	Year
T.Y.BCOM	Sathaye College of Science, Commerce & Arts	Mumbai University	March-2011
H.S.C	Sathaye College of Science, Commerce & Arts	Mumbai University	February-2008
S.S.C	Lions Juhu High School	Maharashtra State Board.	March-2006

ADDITIONAL QUALIFICATION:

- Diploma in International Airlines Travels & Tourism (**Authorized training Centre for IATA/UFTAA course**).
- Certified Diploma with 85%.
- Computer Reservation System (Amadeus & Galileo).
- Certified Course in Computer in MS-office, Word Processing, and Spread Sheets.
- Certified Course in MS-CIT With 74%.

KEY SKILLS AND COMPETENCIES

- Strong travel coordination skills.
- Able to develop relationships with suppliers to obtain cost effective prices.

PERSONAL DETAILS

DATE OF BIRTH : 12th August 1990
SEX : Female
ADDRESS : 23, Swastik compound,
Ambewadi, W.E.Highway,
Vile Parle (E).
Mumbai –400099.

CURRENT ADDRESS : C/217, Abhilasha Society,
Near Nalanda Collage,
Gorai – 2, Borivali (W).
Mumbai - 400092

Maharashtra
NATIONALITY : INDIAN.
MARTIAL STATUS : MARRIED
LANGUAGES KNOWN : English, Hindi, Gujarati and Marathi.
HOBBIES : Listening to Music & Travelling.

I hereby affirm that the above information is true & factual to the best of my knowledge.

(ANKITA ASHOK CHAUHAN)