# RESUME

Total Exp - 11 years

Current Salary - Rs.30000 per month

Notice Period-No

Interview Date - Any day

## ALISHA MANI

ContactNo.:+91-9967493205 E-Mail: alisha.mani@yahoo.com

#### **OBJECTIVE**

Toskilfullyconfrontthechallengesandfulfilthejobresponsibilitiesbypracticinginnovation,perseverance,loyaltyandcommitmentto theorganizationandtobeasuccessfulprofessionalinaprogressiveenvironmentwhichoffersopportunitiesforadvancement

## **EMPLOYEMENT DETAILS**

### October2017-4thJune2020,withSOTCTravelLtd,Mumbai

Senior ExecutiveSales

### Highlights:

- Generating Leads from thedatabase.
- Assistingwalkingclientswiththeirholidayrequirements
- Attending telephonic queries and closingsale
- Workingonclientsholidayrequirementsbymakingcustomisedpackages
- Selling International and domesticpackage
- HandlingaftersalesservicequerieslikeVisasassistance&collectingBalancePaymentandalsoresolvingaftersalesqueries.
- Assistingcolleaguesingueriesandclosingtheirsales
- Managingbranchqueriesanddealingwithallissues

#### September2016-September2017, with Make My Trip, Mumbai

Senior ExecutiveSales

## Highlights:

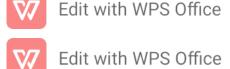
- Assistingwalkingclientswiththeirholidayrequirements
- Attending calls by explaining package details on Call
- Workingonclientsholidayrequirementsbymakingcustomisedpackages

## June2012-31st May2016, with SOTCPvt. Ltd Mumbai

ExecutiveSales

#### Highlights:

- Generating Leads from thedatabase.
- Assistingwalkingclientswiththeirholidayrequirements
- Attending calls by explaining package details on Call



- Workingonclientsholidayrequirementsbymakingcustomisedpackages
- Sales of International + Domestic Escorted Group as well as customised package (Countries like India , Europe, USA, South Africa, South East Asia, Middle East, Australia Newzealand)
- HandledaftersalesservicequerieslikeassistinginVisas&BalancePaymentandalsoaftersalesqueries

### August2011-May2012withSercoGlobalServices

Customer ServiceAssociate

### Highlights:

- Worked for SOTCProcess.
- Attending Calls and assisting clients with holiday package on calls like giving details on destination, their inclusion and exclusion, price, visa detailsetc
- ClosingSalesonCallsforInternationalandDomesticpackage
- CommunicatingwithrespectiveSOTCbranchwithclientdetailsforfurtherassistance
- CustomerServiceandupsellingofcompanypackages.

### August2010-January2011withAegisLimited

ExecutiveOperations 5

## Highlights:

- CustomerServices
- ServingTeleshoppers
- UpsellingoftheirhomeshopProducts
- AttendingaftersalescalllikeFeedback,ComplaintCallsetc.

### May2009-June2010withBPOEnterprise

SalesExecutives

#### Highlights:

- WorkedasCustomerServiceExecutiveandSalesExecutiveforMultipleProcesses
- Giving Customer Service toclients
- Sales of Insurance, BeautyProducts

### **EDUCATION QUALIFICATION**

- Appeared TYB.Com through MumbaiUniversity
- HSCpassedthroughMAHARASHTRABOARDinyearMarch2009.
- SSCPassedthroughMAHARASHTRABOARDinyearMarch2007.

## OTHER QUALIFICATION

- DiplomainTravelandTourismthroughIITC-Bandra(IATAAGENT).
- Diploma in ComputerBasic
- Certified Early Childhood care Education.(ECC.ed)

## PERSONAL DETAILS

LanguagesKnown:

DateofBirth: 19<sup>th</sup>October,1991

PresentAddress: 3MPJainCompound,BehindParekhApartment,

RahejaTownship

Malad East, Mumbai- 400097 English, Hindi, Marathi, &Konkani

LocationPreference: Mumbai



