

# RESUME

Total Exp – 11 years

Current Salary - Rs.30000 per month

Notice Period-No

Interview Date - Any day

## **ALISHA MANI**

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### **OBJECTIVE**

To skillfully confront the challenges and fulfil the job responsibilities by practicing innovation, perseverance, loyalty and commitment to the organization and to be a successful professional in a progressive environment which offers opportunities for advancement

### **EMPLOYMENT DETAILS**

**October 2017-4th June 2020, with SOTC Travel Ltd, Mumbai**

Senior Executive Sales

#### **Highlights:**

- Generating Leads from the database.
- Assisting walking clients with their holiday requirements
- Attending telephonic queries and closing sale
- Working on clients holiday requirements by making customised packages
- Selling International and domestic package
- Handling after sales service queries like Visa assistance & collecting Balance Payment and also resolving after sales queries.
- Assisting colleagues in queries and closing their sales
- Managing branch queries and dealing with all issues

**September 2016 – September 2017, with Make My Trip, Mumbai**

Senior Executive Sales

#### **Highlights:**

- Assisting walking clients with their holiday requirements
- Attending calls by explaining package details on Call
- Working on clients holiday requirements by making customised packages

**June 2012 – 31<sup>st</sup> May 2016, with SOTC Pvt. Ltd Mumbai**

Executive Sales

#### **Highlights:**

- Generating Leads from the database.
- Assisting walking clients with their holiday requirements
- Attending calls by explaining package details on Call



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- Working on clients holiday requirements by making customised packages
- Sales of International + Domestic Escorted Group as well as customised package ( Countries like – India , Europe, USA, South Africa, South East Asia, Middle East, Australia New Zealand)
- Handled after sales service queries like assisting in Visas & Balance Payment and also after sales queries

#### **August 2011 – May 2012 with Serco Global Services**

Customer Service Associate

##### **Highlights:**

- Worked for SOTC Process.
- Attending Calls and assisting clients with holiday package on calls like giving details on destination, their inclusion and exclusion, price, visa details etc
- Closing Sales on Calls for International and Domestic package
- Communicating with respective SOTC branch with client details for further assistance
- Customer Service and upselling of company packages.

#### **August 2010 – January 2011 with Aegis Limited**

Executive Operations

##### **Highlights:**

- Customer Services
- Serving Teleshoppers
- Upselling of their home shop Products
- Attending after sales call like Feedback, Complaint Call etc.

#### **May 2009 – June 2010 with BPO Enterprise**

Sales Executives

##### **Highlights:**

- Worked as Customer Service Executive and Sales Executive for Multiple Processes
- Giving Customer Service to clients
- Sales of Insurance, Beauty Products

### **EDUCATION QUALIFICATION**

- Appeared TYB.Com through Mumbai University
- HSC Passed through MAHARASHTRA BOARD in year March 2009.
- SSC Passed through MAHARASHTRA BOARD in year March 2007.

### **OTHER QUALIFICATION**

- Diploma in Travel and Tourism through IITC-Bandra (IATA AGENT).
- Diploma in Computer Basic
- Certified Early Childhood care Education. (ECC.ed)

### **PERSONAL DETAILS**

Date of Birth: 19<sup>th</sup> October, 1991  
 Present Address: 3MP Jain Compound, Behind Parekh Apartment,  
 Raheja Township  
 Malad East, Mumbai- 400097  
 Languages Known: English, Hindi, Marathi, & Konkani  
 Location Preference: Mumbai



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