

## DEEPSHIKHA KUMARI

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### OBJECTIVE

An organised, results-oriented individual professional with an excellent track record of significantly increasing service quality with customer and client base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking a new, challenging role in a charity which will utilise my existing skills.

### WORK EXPERIENCE

Travel Expert at Riya Travel and Tours, Gurgaon, India June 2018 – September 2021

- Sort-out the airline queries over the call and emails.
- Provide information about services like waiver or any other services.
- To manage the team and process the provided tasks.
- Interacting/handling client queries and case observations.
- Determine and perform appropriate action as follow-up on email from different clients and airlines.
- Interact with team members in other departments as per project requirements.
- Working in Ques to check the upcoming sked changes.
- Maintaining the weekly roster of the team member.

Customer Support at GoIbibo, Gurgaon, India Sep 2016 – Aug 2017

- Mentoring new team members and familiarizing them with client specific requirements.
- Maintaining records for training compliance of the team.
- Coordinating with the team members for quality issue.
- To give updates to agent's time to time.

### EDUCATIONAL QUALIFICATIONS

- Bachelor of Travel and Tourism From IGNOU
- All India Secondary School Examination (class 10th)
- All India Senior Secondary Certificate Examination (class 12th)

### SKILLS

- Team Management
- Customer Engagement
- Client Relationships
- Basic Microsoft Office and Excel
- Adapt the new possibilities.

### HOBBIES, OTHER SKILLS & ACHIEVEMENTS

- Travelling, Interacting with the New People.