

## RESUME

### SHIVA

Present Address-

VPO – Sec 122– Noida.

DIST. – Gautam Buddha Nagar (U.P)

E-mail- thakurshiva8534@gmail.com

Mob: -8449384018

### OBJECTIVE

Dedicated and detail-oriented Travel Backend Officer with extensive experience in efficiently managing and coordinating travel arrangements for clients within the United Kingdom. Proven track record of providing exceptional customer service and ensuring seamless travel experiences. Seeking a challenging role where I can leverage my skills in airline ticket issuance, rail ticket coordination, and backend operations to contribute to the success of a dynamic travel organization.

### WORK EXPERIENCE

- 1 Year Experience as Executive (Sr. Reservation Expert) at **VIVA Holidays Pvt Ltd since 14 Nov 2022 till Date.**

### Key Responsibilities:

- Book Schedule and Low-Cost carrier Flights, accommodation, Europe Train reservation, Airport Transfers and Car Hire.
- Issuance of Airline Ticket.
- Partially coordinate with clients to understand their travel preferences, including flight times, cabin class, and rail preferences.
- Utilize booking systems to search for available flights and rail options within the UK.
- Provide clients with options for flights and rail journeys, including pricing and timings.
- Confirm bookings with clients and proceed to issue electronic tickets (e-tickets) for flights and rail journeys.

### EDUCATION QUALIFICATION:

- B.com Passed In 2021 Shree Babu Lal Mahavidyalaya Govardhan Mathura. (Agra University)
- 12th Passed In 2018 Radha Vihari Inter Collage Mathura. (UP Board)
- 10th Passed In 2016 Shree Shankar Inter Collage Palson Mathura. (UP Board)

### COMPUTER SKILLS

- Working knowledge of MSOffice (Excel, Word, PowerPoint)
- Tally ERP 9

**PERSONAL INFORMATION:**

Name : Shiva  
Date of Birth : 10-Sep-2000  
Father's Name : Mr Anil Kumar  
Mother's name : Mrs Rajbala  
Marital Status : Unmarried  
Nationality : Indian  
Language Known : English, Hindi  
Sex : Male  
Religion : Hindu  
Permanent Address : Village: Palson, Post Govardhan Dist. Mathura, UP, Pin code: 281502

**DECLARATION**

I hereby declare that all information given above is true to the best of my knowledge and belief.