

SHUBH

OPERATIONS EXECUTIVE



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Ankur Vihar, Loni, Ghaziabad, U.P. - 201102

About Me

I am a motivated and results-driven professional with 1.2 years of experience in travel industry, seeking to leverage expertise in customer service and travel domain to contribute to the company's success. Committed to improving team efficiency and driving innovation.

Experience

Making Memories Travels - May 2023 - July 2024

Operations Executive

Customer Service & Support: Assisted clients in planning and booking travel arrangements, including flights, accommodation, and tours, ensuring a high level of satisfaction.

Itinerary Planning:

Developed and customised travel itineraries based on clients' preferences, budgets, and schedules.

Sales & Marketing:

Promoted travel packages and deals, contributing to increase in revenue.

Vendor Relations:

Managed relationships with airlines, hotels, and tour operators to negotiate favourable rates and secure availability.

Problem Solving:

Addressed and resolved client issues and travel disruptions, maintaining a calm and professional demeanour under pressure.

Team Collaboration:

Worked closely with a team of travel consultants to meet sales targets and deliver exceptional customer service.

Education

Grade Xth from C.B.S.E Board

2020-2021

Grade XIIth from C.B.S.E Board

2022-2023

Language

English

Hindi

I.T. Skills

- E-mailing
- MsWord
- Excel
- PowerPoint

Relevant Skills

- Fluent in English
- Excellent Communication Skills
- Creative Thinking
- Organization
- Basic Computer Skills