



Amanjot Kaur

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Greater Noida, India 201009

Summary

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

Skills

- Loyal to work
- Good Listener
- Good Communication skills
- Complaint Handling
- Customer Relationship Management (CRM)
- Product Knowledge
- Customer service excellence

Education and Training

Bachelors in Commerce

Delhi University
08/2012

Senior secondary

CBSE

Higher secondary

CBSE

Basic knowledge of Computers

F-Tec

Travel Tourism Management with Air

Experience

Wireless communication services india pvt ltd

Customer Support Specialist | New Delhi, India 10/2021 to 04/2024

- Negotiated contracts with customers to secure sales deals.
- Maintained accurate records of customer interactions and transactions.
- Developed relationships with customers by providing excellent customer service.
- Ensured compliance with company policies and procedures at all times.
- Participated in trade shows and other events to promote our products and services.
- Generated leads through cold calling, online searches, and referrals from existing clients.
- Resolved customer complaints promptly and effectively.
- Created detailed reports on daily, weekly, and monthly sales activity.
- Created and implemented supply chain processes for efficient logistics operations.

Kuoni SOTC Jalandhar

FIT Tour Specialist | Jalandhar, India 05/2017 to 09/2017

- Handling Domestic tour and outbound tour
- Handling day to day queries
- Designing international & domestic tour packages for various destinations
- Having knowledge of different online booking systems
- Having knowledge of Amadeus.

Flight shop Jalandhar

03/2016 to 08/2016

- Handling domestic and International tour packages
- Handling online queries and walk in queries
- Customized itinerary making for various destinations
- Having knowledge of online system
- Direct dealing with suppliers
- Having knowledge of Amadeus (reservation only).

ticketing

Kuoni Academy of Travels

Kuoni SOTC Ludhiana

11/2014 to 09/2015

- Handling Domestic tour and outbound tour
- Handling day to day queries
- Designing international & domestic tour packages for various destinations
- Having knowledge of different online booking systems like GTA, DOTW, Rezlive, Storm
- Having knowledge of Amadeus & abacus.

Onkar Infotech (Southall Travel)

Gurgaon 02/2013 to 12/2013

- Dealing with day to day queries from Sales agents
- Proposing the best packages after making different combinations from available deals
- This constitutes different available hotels prices, Air fares and transfers
- Updating of statics on daily basis which reflects on website
- International Hotels rates comparisons
- Quality checking of data provided by the team members.

Yatra.com

Gurgaon 04/2012 to 10/2012

- Handling calls and walk in customers for International Packages
- Assisting TL to handle the team and deriving Performance in terms of Sales and Conversion
- Designing international tour packages for various destinations
- Having knowledge of different online booking systems like GTA, DOTW, Rezlive, Saltours
- Having knowledge of Amadeus.

Forvol International Services ltd.

New Delhi 07/2009 to 10/2010

- Handling Domestic tour and outbound tour
- Handling day to day queries
- Direct dealing with overseas suppliers
- Arrange exhibitions and conferences for corporate clients
- Handling car rentals for corporate clients and for leisure purpose also
- Done international reservation and domestic ticketing.

Personal Information

- Father's Name: S. INDERJIT SINGH
- Date of Birth: 12/07/89
- Nationality: INDIAN

Languages

ENGLISH, HINDI AND PUNJABI