

# Pinky Sharma

Permanent Address:

Delhi, P-96, Gali No-8, Prem Nagar-2,  
Kirari Nangloi, Delhi-110086

Phone No: 9625539522

Email id – pinkykanishtka@gmail.com

## JOB EXPERIENCE

**IGT Solutions Pvt. Ltd. August 2022- December 2023 |**

**Gurgaon Job Position - Process Associate –TAP air Portugal**

### Smooth Handling of Passenger Queries:

- Promptly addressing and resolving passenger inquiries regarding reservations, ticketing, baggage, schedules, and other concerns.
- Providing exceptional customer service and ensuring a positive passenger experience.
- Clearly conveying information, instructions, and policies to passengers.

### Documentation and Record-Keeping:

- Accurately documenting passenger interactions and maintaining organized records.
- Ensuring confidentiality and security of passenger information.

### Problem-Solving and Decision Making:

- Analysing issues, identifying solutions, and escalating complex cases when necessary.
- Making informed decisions to address passenger concerns effectively.
- Staying updated on TAP air Portugal policies and industry regulations.

## SKILLS:

- Well trained in handling day to day operational activities, maintaining data, team handling etc.
- Completed the communication and ethics training from Ram Krishna Mission with A+ certification.
- Received nominations and awards in academics and extracurricular activities.

## JOB SPECIFIC SKILLS AND ABILITIES:

- Calm under pressure
- Effective communication skills

## EDUCATION:

- Bachelor of Arts from DU in academic year 2019.

**Hobbies:** Watching Movies and Series, listening songs, playing Badminton.

**Carrier Objective:** Looking for A Challenging Carrier, Which Demand the Best of My Abilities and Skills, Helping Me as Well in Enhancing My Current Skills and Knowledge.

## PERSONAL PROFILE:

Marital status : Unmarried  
Nationality : Indian  
Languages known : Hindi and English

**DECLARATION:**

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

**PLACE: Delhi**

**SIGNATURE DATE:**

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