

PRIYA RAVI KUMAR

priyadolly@hotmail.com | 984 057 8158 Chennai, Tamil Nadu 600082

PROFESSIONAL SUMMARY

Friendly with proficiency in interacting effectively with guests of diverse ages, backgrounds and interests. Ability to project service with warm, caring attitude while maintaining efficiency and optimising revenue. Experience in policy development and staff management procedures positively impacting overall morale and productivity. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. 25 years of experience in customer service.

SKILLS

- Customer service
- Business analysis
- Staff management
- Leadership
- Conflict resolution
- Consulting

WORK HISTORY

Travel Consultant | Madura Travels - Chennai, TN

10/1995 - 09/2013

- Arranged travel accommodations for groups, couples, executives and special needs clients
- Organized memorable and exquisite travel itineraries and vacations for high-level clients, celebrities, politicians, and business executives
- Informed clients of travel policies and utilized preferred vendors to maximize company profits Responded to clients' questions, issues, and complaints and found appropriate solutions when needed
- Exceeded customer service satisfaction standards by understanding and anticipating clients' expectations

Senior Corporate Travel Consultant | BCD Travel - Bahrain, Bahrain

12/2013 - 09/2015

- BCD Travel - Manama, Bahrain Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations
- Consistently fostered business growth by delivering first-rate travel advising and itineraries to develop valuable client relationships

Customer Service Supervisor | YBA Kanoo - Egypt Airlines - Bahrain, Bahrain

09/2015 - 12/2019

- YBA Kanoo, GSA- Egyptair - Manama, Bahrain Handling reservations for individuals, groups and general sales
- Ticketing - Issues, exchanges and refunds
- Rebate ID/ADticket, gift, mileage tickets

- Handling Codeshare flights as per agreement Schedule Change and cancelation of flights
- Rebooking to another day of flight Airline Ancillaries - seating, excess baggage, UMNR, compensation for downgrade, Inventory Management Guide travel agents for bookings Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle
- Collaborated with various team members to ensure guest requests were addressed appropriately and timely
- Answered customer telephone calls promptly and appropriately
- Resolved service-related problems in timely manner
- Increased customer service ratings through personable service
- Gave on job training for staff to be upto date
- Done appraisals for staff and motivated by rewarding staff of the month or yearly bonus
- Prepared analytical report on the sale in office and online for comparative study Gave recommendations to management to increase sale and cut costs

EDUCATION

Madras University - Chennai
Bachelor of Arts: English Literature

CERTIFICATIONS

Diploma in IATA / UFTAA ADVANCED Ticketing
Diploma in IATA/ UFTAA Marketing and passed with distinction
Diploma in basic fares and ticketing from Air India
Diploma in basic fares and ticketing from Airlanka
Diploma in Billing and Settlement plan

GDS Diploma in reservations and ticketing from Sabre
GDS Diploma in reservations and ticketing from Galileo
GDS Diploma in reservations and ticketing from Amadeus
GDS Diploma in reservations and ticketing from Abacus