

RESUME

JAMES FRANKLIN

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OBJECTIVE

To seek an opportunity where my skill sets can bring mutual benefits and to work with commitment in a growing organization and to use my specialized knowledge and skills to a great extent in your organization where I can dedicate myself and produce exceptional results.

EDUCATIONAL QUALIFICATION

- **SSLC** in C.S.I MHSS Kulasekharam
- **HSC** in C.S.I Metric HR SEC School Kulasekharam

PROFESSIONAL QUALIFICATION

- Diploma in **Travel and Tourism** management
- Diploma in **IATA/UFTAA** foundation course based on Canada certificate
- Diploma in **GALILEO** -- computer reservation system

SKILL SETS

- Proactive/Enthusiastic
- Good Inter/Intra Personal Skills
- Exceptional knowledge and ability to deal with the public and people from various backgrounds.
- Excellent computational and basic computer skills. Great verbal communication skills.
- Excellent and well-groomed and friendly appearance.
- Profound ability to remain tactful and courteous in stressful situations. Strong problem-solving skills.
- Excellent ability to complete targets before deadlines.
- Able to hard work with the positive approach.

WORK EXPERIENCE

Organization : Riya The Travel Expert

Designation : Travel Booking Agent

Date of Joining : 01/01/2018 to 10/07/2019.

JOB PROFILE

- Issuing international air Ticketing
- Issuing Domestic air ticketing
- Reissuing, refund
- Daily sales report
- Arrange hotel booking
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages

Organization : Thiruvandrum International Airport

Designation : Travel Booking Agent

Date of Joining : 01/08/2019 to 30/08/2019.

JOB PROFILE

- Issuing & Re-issuing tickets in the counter.
- Handling Passenger on Departure and Arrival.
- Handling baggage

Organization : Sathiyam Toursim And Travel

Designation : Travel Booking Agent

Date of Joining : 01/09/2019 to 10/01/2020.

Organization : AL Nebras travel & tourism

Designation : Ticket booking & reservation

Date of Joining : 10/03/2020 to 04/06/2020

JOB RESPONSIBILITIES

- ❖ Sending out tickets to clients
- ❖ Keeping clients up to date with any changes

- ❖ Advising clients on travel arrangements, e.g. visas and passports
- ❖ Arranging flights, insurance and accommodation
- ❖ Using a booking system to secure holidays, Collecting and processing payments

PERSONAL DETAIL

Name : James Franklin
Nationality : Indian
Marital Status : Single
Date of Birth : 17-11-1997
Sex : Male
Language Known : English, Malayalam, Tamil

PASSPORT DETAILS

Passport No : S9954369
Issue Date : 23/04/2019
Expiry Date : 22/04/2029
Issue Place : Madurai

DECLARATION

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

JAMES FRANKLIN