

RESUME



ASWATHY R. JAYAN

Tubli

Kingdom of Bahrain

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CAREER OBJECTIVE

To be allied with a challenging organization which demands the best of my professional ability, endows me with a vibrant occupation to extort my innate skills as a professional and exploit propensity to promote the organizations objectives.

PROFESSIONAL EXPERIENCE

Administrative Coordinator – Jumeirah Royal Saray (July 2020-Present)

- Assisting the manager in organizing & planning the strategies.
- Daily staff briefing and performance review.
- Updating internal databases.
- Preparing month- end reports and Pay –roll processing.
- Nurture a positive working environment.
- Reporting on successes & areas needing improvements.
- Organizing and maintaining personnel records.
- Managing the recruitment & selection process.
- Knowledge in HR software like Civil soft.

Business Development Manager - Al Qawassim Construction (Aug 2019- July 2020)

- Developing growth strategies & plans.
- Managing & retaining relationships with existing clients.
- Increasing client base and negotiating with stake holders.
- Identifying & mapping business strengths and customer needs.
- Having an in-depth knowledge of business products & value proposition.

Reservation Officer – Sri Lankan Airlines (February 2018- July 2019)

GSA- Bahrain International Travel

- Handling the Ticketing and Holidays inquiries from customers and agents.
- Monitoring and promoting the frequent flyer program.
- Monitoring the efficiency and the customer service level of the call center activates.
- Handling the passenger or agent's complaints.
- Monitoring daily and monthly reports for the management review.
- Issuance, if AD/ID tickets.

Supervisor in Ticketing and Holidays- Syrian Arab Airlines (Feb 2016- Jan2018)

GSA- Danat Al Khaleej Travel and Tourism W.L.L

- Responsible for ticketing and reservations for walk in customers and Corporate clients.
- Handled fare quotations and ticketing for Hotels, Banks and ministry.
- Responsible for travel insurance.
- Handling inbound and outbound tour packages.
- Weekly staff briefing and performance review.

Travel consultant cum Accountant- Al Marwa Travel (Dec 2012-Sep2015)

- Prepare cost effective travel plans and provide excellent customer services.
- Handle all telephonic and walking enquiries.
- Prepare cash position and Bank reconciliation.
- Prepare and release Pay-roll.
- Monitor reports such as receivables, payables, sales reports and monthly revenue report.

PROFESSIONAL TRAINING ACQUIRED

- Sabre Travel Network- Bahrain (Feb 2013)
- Galileo Training Centre- Bahrain (May 2013)
- Amadeus Gulf LLC – Bahrain (Feb 2018)

EDUCATION

- **Master of Business Administration** -Human Resource (Pursuing)
IGNOU University, New Delhi, India
- **Bachelor of Arts – Tourism studies**
IGNOU University, New Delhi, India
- HSE- 12th Science
Nirmala Bhavan Convent Higher Secondary School
Trivandrum- Kerala State Board
- SSLC- 10th – Holy Angel's Convent Higher Secondary School
Trivandrum- Kerala State Board

TECHNICAL PROFICIENCY

- GDS – Saber, Galileo & Amadeus.
- Expertise in MS Office, Excel, Word, Power point, MS Outlook and Tally ERP 9.
- ADACO

ACHIEVEMENTS

- Head event coordinator of Inter-collegiate fest.
- As a head leader & house leader positions at school level.
- Lead player in Badminton team of student's association.

PERSONAL PARTICULARS

- Full Name : Aswathy Radhamony Jayan
- Nationality : Indian
- Date of Birth : 3rd July 1990
- Marital Status : Married
- Languages : English , Hindi & Malayalam

DECLARATION

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

Aswathy Radhamony Jayan