



RESUME
SHYNO VARGHESE KOSHY
IATA CONSULTANT with 12 years experience in
IATA ACCREDITED PSA.

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Contact No:

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Present Address

Flat 23 Entrances 1046
Road 0828
Manama / Al Qudaybiyah
Block 0308
Bahrain

Date of Birth

24-JAN-1985

**Computer
reservation System**

Sabre, Galileo, Amadeus.

Passport Details

P.P No: M7736940
Date of Issue: 31.03.2015
Date of Exp : 30.03.2025
Place of Issue:
Trivandrum, India.

Language Known

English, Malayalam,
Hindi, Tamil, Arabic

Interesting Area

Traveling, Music, Cinema
And Sports.

Personal Details

Sex: Male
Age: 35
Marital Status: Married
Nationality : Indian

Career Objective

Anticipating for a challenging place in reputable organization so as to apply my intellect and skills besides enhancing my capabilities for the benefit of organization humanity and as well as personal

Employment Objective

Travel Consultant in the air travel sector, with a focus on sales and client relation where my more than 13 years of progressive experience in the industry can add value to a customer-centric team.

Professional Profile

- IATA/UFTAA Foundation Diploma Passed with First class from Institute of Air Travel Studies, Adoor, Pathanamthitta Dist., Kerala. In March 2005
- Galileo focal Point Fares and Ticketing course from Anna Maria Tours & Travels Pvt. Ltd., Cochin
- Amadeus - Basic Fares and Ticketing course from Amadeus Yemen, Republic of Yemen.
- Saber - Fares and Ticketing course from Muscat, Sultanate Of Oman.
- Amadeus - Functionality with Ticketing-SELCO course from Amadeus Bahrain, Kingdom Of Bahrain.

EDUCATIONAL QUALIFICATIONS:

- B.A: (Bachelor of Arts Sociology), Calicut University, Kerala, India. (2005-2008)
- HSE: Board Of Secondary Education in Commerce Group. M.P., Bhopal. 2002-2004
- SSLC: Kerala Board Of Public Examination Kerala. (2002)

Experience In Reservation And Ticketing.

1. Gold Coast Travel & Tourism W.L.L., Kingdom Of Bahrain.(IATA)

Sub Agency Sales & Ticketing

April 2015 – Jan 2020

Managing the sub agency sales and ticketing operations departments of the company. Handling the branch office and staff.

2. Moudhela Travel, Tripoli, Libya,(IATA)

Corporate Sales & Ticketing

October 2013 – November 2014

Responsibilities:

As a Corporate Sales & Counter Sales, My requirements were basically corporate & customer service oriented. This entailed that I have a thorough knowledge of Airline Requirements, to find the customer & corporate Client needs and offer the best available product to them

3. Regency Travel Services, Sana'a, Republic Of Yemen.(IATA)

TRAVEL CONSULTANT

January 2010 – July 2013

Responsibilities:

Multifunctional reservation fare construction and ticketing handled CRS Amadeus attending Customers at the counter attending telephone calls and coordinate with the customers as well as dealing with the corporate clients receiving mails and checking all the manifests against information to ensure all scheduled tickets are issued by airline deadlines arraigning flight allocation ,ensure everything has been considered including time difference and flight transfer Allocation of work .

4. Ur Air Safar Tours & Travels . Bangalore, Karnataka, India(IATA)

TRAVEL CONSULTANT

December 2007 - November 2009

Responsibilities:

To respond to a vast arrange of inquiries for information from both internal and external customer dealing with incoming telephone calls and enquiries, walk-in tenants and clients at the office, emails and general duties associated with the day-to-day running of the office. Answer calls from the general public or to specialized reservations functions Communicates information to customers regarding fares, rates, schedules, routings, travel documents (Visa/Passports, etc.), flight arrival and departure times or related services, in a pleasant, and courteous manner Assists company employees in arranging business and personal travel plans Ensure the quality and efficiency of one's activities and duties performed. Supported clients via phone and e-mail booked airfare on CRS and beget airlines hotel and cars processed exchanges and refunds for airline tickets inbound and out bound. Ability to work within company policies and objectives. Accurately recording information on company database and regular reporting back to management

5. Indo Word Tours & Travels, Cochin, Kerala, India. (IATA)

(IATA ACCREDITED PSA)

COUNTER STAFF

November 2005 - October 2007

Responsibilities:

Manage office operations to ensure efficiency and productivity day to day prepare quarterly business activity statement Manage relation with client's supplies and contractors manage the general office including purchase of office supplies Galileo & GDS online reservation system used for dealing the Clint in corporate section Help travelers sort through visit amounts of information to help them make the best possible travel arrangements.

Advice on destinations and make arrangements for promote travel packages to clients. Using a variety of published and computer-based sources for information on departure and arrival times, fares develop, arrange, and sell the company's own package promote by using telemarketing, direct mail, and the Internet. Planning for complex itineraries to remote or multiple destinations completing paperwork, contacting airlines researching travel itineraries or updating reservations and travel documents Travel emergencies or reschedule missed reservations Peak vacation times, such as summer and holiday travel periods, also tend to be hectic.

Skills and Strength with Key Reasonability

- ❖ Submit reports on time and ensure that they are accurately done.
- ❖ Can Managed job with or without supervision
- ❖ Willing to learn and try new things and skills, independent, fast-learner, stress resistant
- ❖ Can easily adapt to new procedure and changes
- ❖ Good communication skills – Oral & Written.
- ❖ Fast and continuous learner
- ❖ Giving Customer Satisfaction all times
- ❖ Skilled in planning, co-ordination and directing.
- ❖ Motivated, productive and ambitious.
- ❖ Organized and well-structured at work.
- ❖ Independent, Pro-active and self-motivated.

Computer Skills:

- ❖ Ms Office (Ms Word, Excel, Power Point, Outlook)
- ❖ Manual and Computer Accounting

Declaration

I hereby declare that all the information given are true and correct with the best of my knowledge and I bear the responsibility of the above mentioned particulars.

Shyno Varghese.