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| **C:\Users\RAJEESH\Desktop\35088492 copy (1).jpg** | **Rajeesh Rajan**  Email: rajeeshrajan75@gmail.com  Mobile : 0091 7736833224 |

**Summary**:  A motivated, friendly and enthusiastic individual with excellent communication and customer service skills with 6+ years’ work experience in Airline and travel agencies in India, UAE & Bahrain.

**Objective:** Seeking a suitable position in an Airline / Travel agency and to contribute in the organization growth.

**Profile Summary**

* 6+ year’s working knowledge in Airline/ Travel Management companies.
* Sound knowledge in Airline GSA affairs.
* Good rapport with various dept. like Reservations, Ticketing, Pricing & sales support.
* A good team player with excellent communication skills.
* Excellent working knowledge of various GDS like Galileo, Amadeus**.**

**Career Summary**

**Senior Customer Service Agent**

**Fly Dubai** May 2016 to June 2020

**Manama, Kingdom of Bahrain**

* Managing Reservation & Ticketing and UAE Visa processing.
* Preparing daily sales report & flown segments report.
* Successfully handling “ holidays by flydubai” ( Holidays department)
* Coordinating with Trade partners and liaising with HO for group departures.
* Analyze and Submitting fare comparison report to Sales Manager.
* Providing after office hrs support to trade partners and Airport team.

**Travel Consultant**  Apr 2014 to Apr 2016

**Jazan Travel & Tourism Agency**

**Sharjah, United Arab Emirates**

* Issuing BSP tickets and Low cost Airlines tickets and Travel Insurance.
* Successfully handled the travel requirements of SME’s and Corporates.
* Coordinate with Airlines for seat confirmation and special service requests.
* Preparation of Daily sales report and submit to the sales manager.
* Handling Retail counter and managing cash transactions.

**Travel Consultant** Feb 2013 to Mar 2014

**Akbar Travels of India Private Limited**

**Akbar Group, Pattambi Branch, India**

* Issuing BSP tickets and Low cost Airlines tickets to the clients
* Successfully handled the Retail travel desk
* Successfully handled ticketing requests of the Sub Agents.
* Coordinating with regional office distributing special offers.
* Preparation of Daily sales report and submit to the Supervisor.
* Assisting Visa section & Passport requests.

**Customer Support Executive** Jun 2010 – Jan 2013

**HDFC Bank, Trissur, Kerala**

* Install swiping machine in hotels, shops, shopping malls
* Responding to customer inquiries, troubleshooting and resolving issue
* Follow-up both by telephone and email and ensuring the service quality

**Education**

* **Bachelor of Arts :**History & Economics ; Calicut University, India
* **Diploma in Travel & Tourism :**Emirates college for Management studies, Ottapalam, Kerala, India; 2013

**Computer proficiency**

* GDS: Amadeus, Galileo and Abacus.
* Tally.
* Diploma in Computer Application and M S Office.

**Personal Details**

* Nationality : Indian
* Date of Birth: 12th March 1988
* Languages Known: English, Hindi and Malayalam
* Holds valid Bahrain Driving license & Indian Driving license

**References**

* Available upon request