

SHWETA ACHARYA

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Date of Birth: 19 July 1981.

Nationality: Indian.

Visa status: Residence visa - Husband's sponsorship.

Holding Valid UAE Driving License



EXPERIENCE

Manager Customer and Supplier relations – ToDaily FZ LLC. Dubai (2015-2016)

- ❑ Built and maintain strong professional relationship with customers and suppliers (Airlines, hotels, publishers etc) by different modes of communication to ensure flawless functioning of routine operations.
- ❑ Develop short term strategies in consideration to the changing business, airline schedules and operational dynamics to ensure high levels of service delivery is maintained to Airlines and hotels.
- ❑ Oversee day to day business, analyse data to identify service short falls and develop strategies to avoid recurrence.
- ❑ Deliver presentations to customers on new products to further develop business and built company's financial strength.
- ❑ Conduct timely investigations to resolve customers complains by coordinating with different suppliers and operational teams and ensure corrective actions are put in place to avoid recurrence.
- ❑ Construct professional responses to customers on service failure and maintain data base.
- ❑ **Key Account Handling:**
Airport Lounges, Hotels, Airlines and Publishers
- ❑ **Part –Time Consultant: Marketing and Sales.**
- ❑ Identify business opportunities and take lead of managing high profile hotels, airlines, airport lounges and key business accounts.
- ❑ Maximize client relations and handle contract negotiations for new business deals.
- ❑ Seek opportunities to grow revenue streams within the account portfolio or with new accounts.
- ❑ Analyze details of competitor offering, including specifications, pricing and promotional materials.
- ❑ Deliver presentations to new clients on variety of products offered by "To Daily".

Asst. Manager – Guest Relations at Jet Airways India Ltd. 2007 – 2014

- ❑ Ensure close professional relationships are established and maintained with all customers, external contacts, including ground handling agencies and airport authorities by different mediums of communication.
- ❑ Conduct timely investigations to resolve customers complains by coordinating with different stations throughout the network and which may be complex in nature or long-standing problems that are escalated to the Senior Management.
- ❑ Ensure high quality reporting is maintained, issues are raised, communicated to relevant parties and actioned within a timely manner.
- ❑ Analyze statistical data to determine the level of customer satisfaction thus providing inputs and suggestions to the head of the department to improve service delivery.
- ❑ Mentor fresher's to deliver a high standard of customer communication.
- ❑ Lead a team of customer service executives and ensure that entire workforce follows all laid-down Standard Operating Procedures to deliver enhanced productivity while maintaining the highest standards of Customer Service in a dynamic environment.
- ❑ Continuously monitor team performance to ensure communication standards are achieved and customer complaints are timely responded to.

- ❑ Drive new systems for enhanced Staff Communication. Constantly analyse the system performance vis-a-vis the operating environment and recommends to the Line Manager, enhancements and or modifications required in the system.
- ❑ **SME for Jet Catering;** Identify on-board catering related concerns through passenger feedback and liaise with catering team for resolution.
- ❑ Prepare trend analysis on quarterly basis for internal review.
- ❑ Prepare compensation guidelines for Jet catering and perform periodical review to ensure guidelines are up to date.
- ❑ Authorize compensations for escalated catering issues.

On deputation as a secretary to CEO – Jet Airways India Ltd. July 2008 – October 2008.

- ❑ To manage e-mails and communications for the CEO
- ❑ Coordinate with various stakeholders for data gathering
- ❑ To coordinate the meetings of the CEO and prepare the MOM.
- ❑ To compile data and prepare various reports and presentations as required
- ❑ To manage the schedule and travel plans
- ❑ To take care of other tasks as assigned by the CEO

Supervisor – Jet Privilege Service Centre. April 2006 – January 2007

- ❑ Leading a team with an objective to ensure all service levels are achieved, establish a sense of quality and teamwork within the department with volume variations and new assignments.
- ❑ Providing regular feedback and updates on staff performance to the Operations Manager to ensure service standards are met as per the industry guidelines both in terms of calls and mailers.
- ❑ Identify staff achieving targets with exceptional customer service qualities for monthly performance awards.
- ❑ Generating, analyzing and monitoring of daily MIS reports for operational and decision making purposes.

Customer Service Associate – Jet Privilege Service Centre – Jet Airways India Ltd. December 2003 – March 2006.

- ❑ Servicing privilege members with timely, accurate and efficient updating of membership records of Platinum, Gold, Silver and Blue plus and Blue privilege cardholders.
- ❑ Part of the front line team handling telephonic queries and written correspondence with the frequent flier members.
- ❑ Handling domestic and international reservations of privileged members and liaising with partner airline with regard to international booking.
- ❑ Resolving escalated issues. Liaise with outstation coordinators; take necessary action and recommendation related to service issues, present statistics to Team Leaders/Manager on status and action taken.

ACADEMIC CREDENTIALS

Bachelors in Management Studies from Mumbai University (Year – 2002)

References are available on request