

Sonia Aroza

Operations Head & Senior Customer Service Executive

DUBAI

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+971 56 163 07 51

Accomplished individual seeking to leverage extensive Customer Service/ Coordinator that will utilize a strong background in efficiently managing multiple priorities and successfully meeting client demands. Extremely motivated, hardworking and committed career changer who is eager to make a positive contribution to your company.

Note: Can Join Immediately and on Husband visa

Work Experience

Operations Head & Senior Customer Service Executive

TravTips Travel & Tourism LLC Franchise of Thomas Cook India Ltd - DUBAI

July 2017 to August 2019

- Handling International Visa & UAE Tourist Visa.
- Creating Dummy Flight Booking on Galileo & Amadeus.
- Preparing all the necessary documentation for the visa process.
- Handover of visa documents to the client along with visa briefing
- Negotiating with the suppliers for the best fares.
- Processing the tour documents, handing over the final tour documents along with briefing of Tips of Smooth Tour.
- Handles telephone inquiries from customers relating to Visa prices, Flights availability, tour packages.
- Handled MICE Group Visa services along with detailed information about the entire tour
- Prospects for new customers through research, referral selling.
- Receives on phone/walk-in, aftersales complaints and service problems, and in turn tries to solve them.
- Issuing Travel Insurance
- Formulates weekly sales report and submits to Sales Manager/ Managing Director.
- Specialized in assisting the customers related in Visa & Tour packages.
- Effectively monitoring the sales of each Tour Departure.
- Responds to customer inquires & requests & resolves issues efficiently & professionally.
- Preparing the Reporting of each departure i.e. Calculating the Net, Gross & Retention.
- Giving Presentations of Tour Packages
- Specialised in Visa's for the below countries:
 1. United States of America Visa
 2. United Kingdom
 3. Switzerland
 4. Austria
 5. Netherlands
 6. Germany

7. Norway
 8. Spain
 9. Italy
 10. Hungary
 11. Czech Republic
 12. Singapore
 13. Malaysia
 14. Australia
 15. New Zealand
 16. Canada
- Preparing Financial reports in of Company
 - Preparing and Handling Bank Accounts and related transfers and keeping updated records of Finance

Customer Service Officer & Handling E-Commerce

Emperesse Diamants FZCO - Dubai

July 2014 to June 2017

- Looking into the company website
- Handling the company E-Commerce website
- Sending mails to the customer if any query
- Coordinating with our different suppliers
- Keeping records of E-Commerce on Excel and maintain the accounts
- Keeping track of the shipment send by the suppliers
- Checking the Brand Jewelry
- Sending orders through different courier services to our customers around the globe
- Preparing the pricelist and changing them on our website
- Clicking Jewelry images and edit them
- Maintaining the stock list

Customer Service Executive

Easy Jet Airlines - Mumbai, Maharashtra

July 2013 to December 2013

India

- Making new bookings
- Amendments on bookings
- Cancellation, Rebooking, Handling Refund
- Handled disrupted flight cases
- Handled Name change, Date change, Route change for passengers
- Adding API (Advance Passenger Information) to bookings
- Cancellation of flights within Grace Period
- Cancellation of flights outside Grace Period

Education

Bachelor's in Commerce

Mumbai University - Mumbai, Maharashtra

June 2012 to March 2013

IATA /UFTAA Travel and Tourism Consultant Montreal in Travel & Tourism

Mumbai, Maharashtra

April 2012 to September 2012

Diploma in International Air Cargo Management in Travel & Tourism

Mumbai, Maharashtra

January 2012 to May 2012

IATA / UFTA Foundation & EBT Course Montreal Diploma in International Airlines & Travel Management in Travel & Tourism

Mumbai, Maharashtra

September 2010 to March 2011

Diploma in International Airlines & Travel Management in Travel & Tourism

Mumbai, Maharashtra

September 2010 to February 2011

Additional Information

CORE SKILLS

- High degree of accuracy and close attention to detail
- Proven ability to efficiently handle multiple responsibilities
- Excellent organizational and planning skills
- Proven track record of maintaining composure and professionalism in a fast- paced environment
- Able to problem-solve and make sound decisions in a high energy environment
- Clear and effective verbal Multilingual (English, Konkani, Hindi, Marathi & Gujarati communication skills
- Ability to work independently and as a team member
- Excellent Knowledge in preparing reports in Excel