



VANITHA PB

Customer service/Front Office

Deira, Dubai

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OBJECTIVE

To work in a healthy, innovative, and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as an asset to the organization.

EXPERIENCE

PEACOCK EVENT MANAGEMENT AND TRAVELS

1/12/2020 - 31/05/2021

Ticket Booking Agent and Customer Service -INDIA

Responsibilities:

- ✓ Assisting customers to make bookings
Answering phone calls
- ✓ Explaining different ticketing packages to passengers
- ✓ Handling questions and concerns with speed and professionalism
- ✓ Resolving customer complaints Managing data records

EDUCATION

❖ **SHREE DEVI COLLEGE/MANGALORE UNIVERSITY**

2017-2020

Bachelor of Business Administration -

Second Class

❖ **SHREE DEVI COLLEGE/MANGALORE UNIVERSITY**

2018 - 2020

Advanced Diploma in Aviation and Hospitality Management

First Class with Distinction

❖ **BOARD OF GOVERNMENT OF KERALA, GVHSS IRIYANNI**

2015-2017

Higher Secondary/ Biology Science

69%

❖ **BOARD OF GOVERNMENT OF KERALA, GHSS BETHURPARA**

2015

SSLC

79%

SKILLS

- Communication (Written & Verbal)
Innovative and flexible
- Quick learner
- Problem solving Analytical
- skills Helping skills Performing
- multi-task Interpersonal skills

LANGUAGES

🌐 English- Read, Write, Speak

🌐 Malayalam- Native

🌐 Hindi- Read, Write

TECHNICAL SKILLS

- Advanced Microsoft office

PERSONAL INFO

Date of Birth: 10/03/1999

Gender: Female

Marital status: Single

Nationality: Indian

Passport No: R6178013

Visa status: Visit visa

REFERENCE:

As per request.