

# PAVAN TEKWANI

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## ENTRY LEVEL GRADUATE

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B.Sc. Graduate in International Business, extra certifications in the field of Travel & tourism Industry and with a total of 1-year Experience in UAE. Looking for an opportunity in the field of Business, Accounting, Finance, HR, Admin. Highly enthusiastic learning skills and ability to improve the skills sets and add new ones. Demonstrated capability to achieve on time desired management and business goals, while maintaining cheerful outlook and environment.

### STRENGTHS

- Proficient in Computer Application
- Dedicated Personality-Team Player
- Internet Accessibility
- Qualified & Trained
- Basic Level Graphic Designing
- Customer Interaction
- Clean & Efficient Work
- Certified in Microsoft Excel (Advanced Level)
- Microsoft Office & Dynamics
- Ability to self-learn

### CAREER PROGRESSION

**NEW JOLLY TOURS & TRAVELS** | TRAVEL ADMIN INTERN

FEBRUARY 2019 – SEPTEMBER 2019

- Using the Sabre systems to Check the Status of previously used Tickets numbers for any abnormalities.
- Reporting the ticket numbers with such problems to the superior.
- Using Sabre systems for ticket booking & also through the online portals
- Effectively managed a high volume of inbound and out bound customer call and queries.
- Making hotel reservations for new and existing customers.
- Contacting the hotel management for any queries related to customer preferences.
- Helping Co-employees with planning and organizing travel packages for a customers & also making sure the insurance has been provided with the whole package.
- Dealing with a high demographic of customers from young to old and forming a tailor-made package for their greatest convenience.
- Provided an elevated customer experience to generate loyal Clientele.

#### Strengths & Skills Gained from the position

- Ability to grasp not only Amadeus but also Sabre systems at the same time (Certified in Amadeus).
- Increasing the skill of customer communication in person and through telephone, email.
- Understanding the pressure and the intensity in the travel & tourism business in the Indian Market.
- Making high profit levels for the company by effective cost management and also providing a suitable price range for the customers satisfaction.

**LTC INTERNATIONAL LLC | ACCOUNTING ADMINISTRATOR**

AUGUST 2017 – FEBRUARY 2018

- Overseeing basic office protocols like scanning, printing, photocopying
- Attending phone calls in the absence of the receptionist.
- Depositing the business income acquired from vendors into the bank.
- Providing and making bill/receipts for the cash denomination received.
- Managed office supply orders, reconciled invoices.
- Vendor management through business calls or E-mails and invoice settlement.
- Filing all the necessary documents related to banking and bill settlement.
- Giving an updated version of the stock count to the sales staff.
- Making weekly sales, stock, and all other required documents for assessment & planning for superiors.

**Strengths & Skills Gained from the position**

- Being able to do On-site / ATM transactions.
- Building confidence and a sense of trustworthiness amongst my fellow employees.
- Increasing my basic skills of Microsoft excel skills to an intermediate level.
- Also familiarizing the Microsoft NAV (enterprise resource planning app)
- Able to face situations under pressure.
- Getting to know the retail market and understanding the modes of operation in the business.

**SHARAF DG (GITEX) | CASHIER/PROMOTER**

1 October 2017–15 October 2017

- Management and exchange of the cash,
- Various Credit & Debit card (Visa, Mastercard, PayPal) Transactions from customers,
- Issuing receipts to consumers,
- Daily Counting of Cash Attained & Preparing required reports.
- Achieving high sales numbers and providing excellent customer service.

**EDUCATION****BACHELORS IN BUSINESS ADMINISTRATION**  
SEPTEMBER 2014 – APRIL 2018Achieved **Honors in BBA specializing in International Business & Economics** by Scoring 3.57 GPA overall from Madonna University, Michigan (Dubai Br.)**12<sup>th</sup> GRADE CBSE EXAMINATION**  
MAY 29, 2014Scored with 70 % in **CBSE Based exam** from Our Own English High School, Shj. Furthered the career path to Commerce.**EXTRA CERTIFICATIONS**

- **CERTIFICATE IN MICROSOFT EXCEL BEGINNER TO ADVANCED**
- **IATA Consultancy Level Certificate**
- **Diploma in International Air Cargo Management**
- **CERTIFICATE OF AMADEUS (CRS)**

## LANGUAGES

- ENGLISH
- HINDI
- SINDHI (NATIVE LANGUAGE)
- FRENCH (BASICS)

## PERSONAL INFORMATION

Nationality : Indian  
Date of Birth : Born 2<sup>ND</sup> MAY 1996  
Marital Status : SINGLE  
Visa Status : OWN VISA

## CONTACT REFERENCE

PRAVIN TEKWANI

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