

CURRICULUM VITAE

RIMA MOHAN

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CAREER OBJECTIVE

To be an astute learner and the best performer in your organization. So that I can build an innovative career in your esteemed organization by using my skills and other significant talents.

PROFESSIONAL PROFILE

Graduate solid expertise in Hotels Room Reservation, Administration, Data entry, Tour Packages Planning and Customer Services. Highly experienced in the areas of Back end activities. MIS on various data pertaining to Operation and Co-ordination of Processes in Order to ensure that TAT is maintained as per norms.

EDUCATIONAL QUALIFICATION

BBA (Barathiyar University)

Plus Two (Board of Kerala, India)

S.S.L.C (Board of Kerala, India)

COMPUTER QUALIFICATION

Proficient Knowledge in M.s Office

Hot Soft (Central Reservation System)

WORK EXPERIENCE

1- Travel Consultant - Caravan Tours PVT LTD (6th Nov 2013 to 13th Jan 2018)

Duties and Responsibilities

- Determining Clients Needs and Suggesting Suitable Travel Packages.
- Organizing Travels From Beginning to End, Including Tickets, Accommodation and Transportation.
- Supply Travelers with Pertinent Information and Useful Travel/Holiday Material (Guides, Maps Event Programs etc.)
- Research Destination and Travel Prices, Customs, Weather Conditions etc.
- Build and Maintain Relationship With Clients and Hotels.
- Collect and Follow Up the Payments.
- Attending KTM Meetings.

2- Reservation Executive and Admin - Intergrande Hotels Private LTD for the period of 1 year in Cochin, Kerala, India. (14th Jan 2018 to 09th Feb 2019)

Duties and Responsibilities

- Process Reservation by Mail, Telephone, Central reservation Systems, Sales office, Other Hotel Departments, and Travel Agents.
- Knows the Type of Rooms Available as well as Their Location and Lay Out.
- Knows the Selling Status, Rates, and Benefits of all Packages plans.
- Knows the Credit Policy of the Hotel and how to Code Each Reservation.
- Create and maintains Reservation Records by Date of Arrival and Alphabetical Listings
- Determines the Room Rates Based on the Selling Tactics of the Hotel.
- Communicate Reservation Information to the Front Desk.
- Understands The Hotels Policy on Guaranteed Reservation and No shows.
- Follow Up and Process Advance Deposits on Reservation.
- Tracks Future Room Availability on the Basis of Reservation.
- Assists in Preregistration Activities When Appropriate.
- Getting Information about Areas of Interest and in Order to Target More Clients in Particular Season.
- Making Arrangements for Clients Travel Program.

3- Travel Consultant - Super Delta Tourism LLC. (May 2019 to Aug 2020) Dubai, UAE

Duties and Responsibilities

- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Handle unforeseen problems and complaints and determine eligibility for money Returns
- UAE Visit visa processing
- Maintain relationships with key persons
- Keep financial statements and documents
- providing advice about visas or passports
- preparing promotional materials and displays.
- Collect and Follow Up for the payments from Corporate Clients.

4- Sales Executive - Optus Technology LLC. (Aug 2020 – Feb 2021) Dubai, UAE

Duties and Responsibilities

- Reach out to existing and potential customers to present our product and service offering
- Communicate with customers to understand their requirements and Offer solutions based on clients' needs and capabilities
- Keep an updated customer database
- Always strive towards meeting sales quota
- Prepare and present achievements and KIPs
- Asking Questions to Understand Customer Requirements and Close Sales.

PASSPORT DETAILS

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|------------------|-----------------|
| ➤ Passport No | R5996982 |
| ➤ Date of issue | 15/12/2017 |
| ➤ Date of expiry | 14/12/2027 |
| ➤ Visa Status | Employment Visa |
| ➤ Visa expiry | 09/12/2021 |

PERSONAL DETAILS

Nationality	India
Religion	Hindu
Date of Birth	28/01/1995
Marital Status	Single
Languages Known	English, Hindi, Tamil, Malayalam

DECLARATION

I hereby declare that the above mentioned statement is correct and true the Best of my knowledge and belief.