Product Support Specialist with over 7 years of experience in a call centre setting, including sales, tech support, and customer care. Familiar with major customer care software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

**Professional Summary**

* Working as part of the Sabre Help Desk team, I was the first point of contact for product related service requests from exclusive Airline/Hotel industry customers around the globe.
* We develop and deliver powerful solutions that meet the current and future needs for our airline, hotel, and travel agency customers.

**Experience**

**11/2016 - 06/2020** **Associate TN Product Support**

Sabre Travel Technologies Pvt Ltd

* Handling Functional Queries in Sabre, relating to Reservations, Ticketing, PNRs, Cars, Hotel, Travel insurance etc.
* Guiding the agents to make bookings with proper ticketing procedure and ticket- ability pre checks to avoid ADMs.
* Process Improvements – Identify and construct new process frameworks, as well as reviewing, recommending and documenting improvements to established processes.
* Manage Escalations – provide first point of escalation within the P1M team.

**09/2015 - 02/2016** **Senior Travel Executive**

Alpha Air Travels Pvt Ltd.

* Providing customers with information of travel destinations around the world
* Booking national and international flight tickets for traveling
* Providing hotel reservation booking services
* Collecting necessary documents such as visas, passports and other clearances certificates

**08/2014 - 09/2015** **Executive – Helpdesk**

Resbird Technologies Pvt Ltd.

* Handling Functional Queries in Amadeus, relating to Reservations, Ticketing, PNRs, Cars, Hotel, Travel insurance etc.
* Opening work orders, logging PTRs in Win Approach for the action from SMC (Service management Centre) in case of discrepancy.

**03/2013 - 05/2014** **Customer Support Associate**

Travix Travel India Pvt Ltd

* Sells services to clients by convincing them to employ him or her for arranging the travel.
* Assists individuals and groups in planning, organizing, and booking travel
* Provides a list of suggestions that the clients can choose from.

**02/2012 - 02/2013** **Customer Service Assistant**

AISATS

* Involved in monitoring, Troubleshooting, Analysing the Passengers issues in Airport.
* Preparation of Daily, Weekly and Monthly Aircraft arrival and departure Reports.
* Preparation of manifest for the arrival and departure reports.

**Education**

2013-2016 Bachelor of Science in Information Technology

Sikkim Manipal University-Distance Learning, Bangalore

Oct 2020 Python for Data Science

Issuing Organization: IBM

**Accomplishments**

* Maintained an 82% satisfaction rating over a 24-month period as a customer care representative.
* Hit and exceeded department KPIs by 20% for 5 months in a row.
* Increased customer satisfaction rate within 3 months of employment.
* Worked with a team of 10 to achieve an award-winning performance with Balmer Lawrie project.

**Skills**

* Excellent communication and presentation skills to effectively explain a solution to a customer’s problems.
* Advanced Excel skills including pivot tables, v-lookup, and charting/graphing.
* Good analytical and problem-solving skills. A logical, methodical approach to problem solving is essential.
* Customer service skills to answer inquiries utilizing customer data and relative business practices.
* Good IT skills with the aptitude to learn new systems quickly.
* Excellent follow up skills, detail oriented
* I can handle multiple tasks simultaneously.
* Good Analytical and Interpretation skills.

**Languages**

* English: Intermediate
* Hindi: Advanced
* Kannada: Elementary

