



Akshatha Mohan Shetty

Date of birth: 09/02/1989 | **Nationality:** Indian | **Gender:** Female |

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KHALIDIYA, ABUDHABI, 51133, ABUDHABI, United Arab Emirates

About me:

Have 12 Years Experience in Administration, Travel Desk, Visa-Immigration Consultants, Client-focused relationship manager, dedicated to exceeding client expectations, maintaining strong, fruitful working relationships with customers to gain their trust and respect, offering these core strengths.

WORK EXPERIENCE

25/12/2021 – CURRENT – ABUDHABI, United Arab Emirates

ADMINISTRATIVE OFFICE ASSISTANT – CANADIAN IMMIGRATION CONSULTANT

- Maintaining office as scheduling appointments, answering phones, greeting visitors, and maintaining organized file systems for the organization.

- Maintaining Filing System

- *Coming up with ideas to improve customer relationships.*
- *Maintaining up to date knowledge of competitor activity, products and services.*
- *Taking on complex customer issues and resolving them.*
- *Making Proper Documentation work as per the Customer requirements as resolving them.*
- Managing accounts for the Customers and the Growers
- Maintaining daily sales, transaction with Banks.
- Generating daily Report of the Customer and Grower
- Managing data entries with daily sales and vouchers.
- Measuring Customer satisfaction levels.
- Receive and mail out packages and deliveries.
- Receive, sort, and route mail; maintain and deliver publications.

06/06/2009 – 18/10/2021 – MUMBAI, India

EXECUTIVE ADMINISTRATIVE ASSISTANT – MBR GLOBAL CAREER SERVICE PVT LTD.

- *Processing Visa application for all countries such as U.S.A, U.K Canada, Schengen Countries, Australia etc.*
- *Updating Passengers for all Emigration Consultant guidelines for necessary obtained.*
- *Ability to explain complex information clearly and simply.*
- *Maintain complete and accurate customer correspondence data.*
- *Develop and update client related reports.*
- *Ensure outstanding customer satisfaction by maintaining strong working relationship.*
- *Answered questions giving routine and non-routine information.*
- *Making travel arrangements, Such as Online/Offline Hotel Booking.*
- *Preparing quote & processing confirmation to suppliers.*
- *Contracting for products with overseas suppliers for Leisure products*
- *Knowledge of handling B2B and B2C customers. Coordinate with client for meetings.*
- *Receive, direct and relay telephone messages and fax messages.*
- *Advise and assist guests on leisure activities, places to visit and travel arrangements.*
- *Provided literature and information to clients concerning local, interstate and international tours, travel routes, accommodation, fares and travel regulations.*
- *Discussed client requirements and advise on suitable options.*
- *Planned, prepared and cost itineraries (travel plans) for clients.*
- *Made travel, accommodation and related bookings.*
- *Confirmed bookings and notified clients of luggage limits, insurance, medical, passport, visa, Emigration require and currency requirements.*
- *Issued tickets for travel, accommodation, vouchers and all relevant documentation.*
- *Collected payments and maintained records of transactions.*
- *Assisted with changes to travel arrangements and bookings where required.*

- *Making Documentation for online Passport applications, tourist visa, online ticket Bookings, and online hotel bookings for variable tour packages.*
- *Record and handle all incoming and outgoing couriers & calls, respond to public inquiries.t itineraries (travel plans) for clients.*
- *Made travel, accommodation and related bookings.*

● **EDUCATION AND TRAINING**

10/06/2011 – 28/03/2014 – MUMBAI, THANEIND, India
B.COM – JNU UNIVERSITY

07/08/2014 – 10/05/2016 – MUMBAI, THANE, India
MBA – MGU UNIVERSITY

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Steong Communication, Time Management, Team work, Multi Task, Customer Service etc.

● **LANGUAGE SKILLS**

Mother tongue(s): **KANNADA**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C2
HINDI	C1	C1	C2	C2	C1
MALYALAM	A2	A1	A1	A1	

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **PASSPORT DETAILS**

26/05/2016 – 25/05/2026
Passport No. P1329504
