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Al Nahda, UAE

EDUCATION

Bachelor of Arts: Travel and Tourism Management **SAHYA ARTS AND SCIENCE COLLEGE**, UNIVERSITY OF CALICUT, March 2018

Certificate of Higher Education: IATA/UFTAA **AI HIND**, CALICUT, INDIA, India, March 2015
IATA - Foundation in Travel and Tourism.

Certificate Course CRS (Galileo, Amadeus): **TICKETING AKBAR ACADEMY OF AIRLINE STUDIES**, PERINTHALMANNA, INDIA, 2019

SSLC Board of HSE,

AFEEHA KAPPOOR

PROFESSIONAL SUMMARY

To build my career in a progressive organization, which will provide me exciting to utilize my skill, my strength are my activity, ability and hardworking habit. Knowledgeable Ticketing Agent adept at making reservations, solving booking issues and providing exceptional support to customers. Well-organized with excellent multitasking, time management and communication skills.

WORK HISTORY

February 2020 - February 2021

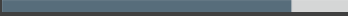
VTL TRAVELS - Ticketing Agent, MANJERI, INDIA


- Assisted customers with further travel inquiries using extensive knowledge of VTL Travels.
- Managed complaints and advised on alternative arrangements to suit customers' needs.
- Upheld strict customer confidentiality when processing personal data and payments in line with policies.
- Issued required documentation such as tickets, maps and itineraries as well as promotional materials.
- Assisted customers with additional needs through online service, enabling positive experiences for all clientele.
- Informed customers of date, time, pricing and cancellation changes, ensuring mutually beneficial resolutions were quickly sought.
- Processed ticket bookings using **GALILEO** system, entering information with precision for accurate ticket dispatch.
- Assisted passengers with mobility difficulties boarding and disembarking transport.
- Issued tickets to and collected payment from customers daily.
- Assigned seating based on specific customer requests and mobility needs.


Board of Kerala,
CRESENT, KALIKAVU,
INDIA, March 2012

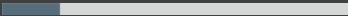
LANGUAGES

Malayalam: Native
language

English: C1

Advanced

Hindi: B1

Intermediate

Urdu: B1

Intermediate

Arabic: A1

Beginner

SKILLS

- Customer relations
 - Galileo
 - Amadeus
 - Complaint handling
 - Booking processing
 - Payment processing
 - Ticket dispatch
 - Seat allocation
 - Baggage handling
 - Faultless customer care
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ADDITIONAL INFORMATION

- On the job training done from **Kairos institute** at Thodupuzha.
 - Participated in the work shop on **Airport/ Terminals** - systems and procedures on 23 August 2017 at CIAL Academy Cochin International Airport.
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DECLARATION

I hereby declare that, all the statements made in the above resume are correct to the best of my knowledge and belief.

AFEEHA KAPPOOR
DUBAI