

# CURRICULUM VITAE



SUBIDHA SHAJAHAN

## Contact Information:

Mobile

**+971564977039**

**+971529778731**

Email

[subidha67@gmail.com](mailto:subidha67@gmail.com)

## Personal Information

Date of Birth : 23/May/1989

Gender : Female

Marital Status : Married

Nationality : Indian

Passport No : M9704484

## Language Known

Arabic (R/W/S)

English (R/W/S)

Malayalam (R/W/S)

Hindi (R/W/S)

Tamil (S)

## CAREER OBJECTIVE

An enthusiastic and dedicated professional with excellent qualification in the field of customer service, looking for an interesting position in a reputed firm where I could well utilize my knowledge and rich experience for the benefit of the organization while attaining the self-growth as well. Enjoy being part of a successful and productive team and can be relied upon to work independently.

## PROFESSIONAL EXPERIENCE

### 1.SENIOR HOLIDAY CONSULTANT

2017-Aug to 2020 Mar

UNIVERSAL TRAVEL & TOURSIM LLC

(MUSAFIR.COM)

### RESPONSIBILITIES

- Providing general and specific advice about different travel destinations
- Drawing up complicated travel itineraries and ensuring that all the needs of the customers are met
- Making arrangements for transport, accommodation, tours, and activities
- Contacting airlines, hotels, and ground transport companies such as coach operators to make suitable arrangements
- Advising the customer about travel issues including required documentation and financial matters, such as appropriate exchange rates
- Using the computer database to research information about hotel accommodation fares and hotel ratings
- Dealing with payments

### 2.SENIOR TRAVEL CONSULTANT

2014-Nov to 2017-Jul

ROYAL HOLIDAYS TRAVEL,

AL AIN

### RESPONSIBILITIES

- Performing general administration tasks
- Dealing with and documenting complaints in an efficient and diplomatic manner
- Planning and advertising different promotions
- Making alternative arrangements for customers who have had their trips interrupted by unforeseen issues
- Evaluating customers' holidays and issuing appropriate feedback forms
- Every now and then, tour operators travel abroad for research purposes
- Making presentations to travel groups

### **3.TOUR OPERATOR**

*2014-May to 2014-Oct*

*GALILEO HOTELS AND DMC, ABU DHABI*

#### **RESPONSIBILITIES**

- Providing all the required information to the clients regarding travel routes
  - reservations and extra services offered while travelling.  
Reservation of tickets, hotel bookings, tour
  - packages, worldwide visa, travel insurance etc.
  - Handling all inbound and outbound customer
  - relations issues in a gracious manner and in accordance with company policies.
  - Create and keep electronic records of clients.
- 

### **5.TRAVEL CONSULTANT**

*2010-Feb to 2012-Jun*

*ROYAL HOLIDAYS TRAVEL*

*AL AIN*

#### **RESPONSIBILITIES**

- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
  - Supply travelers with pertinent information and useful travel/holiday material (guides, maps, event programs etc)
  - Collect deposits and balances
  - Use promotional techniques and prepare promotional materials to sell itinerary tour packages
  - Handle unforeseen problems and complaints and determine eligibility for money returns
  - Attend conferences to maintain familiarity with tourism trends
  - Create and update electronic records of clients
  - Maintain relationships with key persons
  - Keep financial statements and documents
- 

### **4.CUSTOMER SERVICE AGENT**

*2013-Sep to 02014-Apr*

*BHADRA INTERNATIONAL INDIA (Pvt) Ltd*

*TRIVANDRUM*

#### **RESPONSIBILITIES**

- Welcoming and accepting passengers at check in counters.  
Check in by SITA DCS and verify the travel
  - documents of passengers.
  - Issuing the baggage tags and verify the no: of pieces and weight of bags
  - Ground handling of Air Arabia flight.
  - Arranging baggage on BMA and BBA. Rechecking the passengers
  - count at the reconciliation point (HaT3).
  - Announcing the pre boarding, boarding and last and final
  - boarding call at the Security Hold Area (SHA).
  - Boarding passengers according to their seat numbers or by rows.
  - Handling passengers on arrival hall area.
  - Issuing PIR for the mishandled baggage (MHB).
  - Filing of ramp reports.
  - Meet and assist VIP guests.
  - Daily updation of flight reports.
- 

### **6.TRAVEL CONSULTANT**

*2009-Feb to 2010-Feb*

*TIME TRAVELS & TOURISM*

*AL AIN*

#### **RESPONSIBILITIES**

- Providing travel tips and information to the clients
  - Arrange best available options for travel and calculate the price according to client budget
  - Reservation of tickets and visa.
-

## ACADEMIC QUALIFICATION

EDUCATION PROGRAM	INSTITUTION
<b>(BBA)</b> Bachelor's Degree in Business Administration	<i>Bharathiar University, India</i>
Diploma in <b>IATA/UFTAA</b> Foundation Course	<i>Swastik School for Travel &amp; Studies, India</i>
<b>HIGHER SECONDARY</b>	<i>Sree Sarada Vilasom Higher Secondary School, India</i>
<b>High School</b>	<i>Sr, Elizabeth Joel English Medium School, India</i>

## IT CREDENTIAL

- MS OFFICE (ADVANCED)
- PROFICIENT IN INTERNET AND EMAIL
- GOOD WITH TYPING SKILL (TYPING SPEED 40-60 WORD / MINUTE)

## STRENGTHS

- Good Team Player and Service Oriented.
- Excellent communication and interpersonal skills
- Maintain positive attitude in the face of changes in work assignments.
- Ability to work at any circumstances
- Accuracy & Punctuality, Problem solving skills
- Knowledge of GDSS systems
- Negotiation
- Multi-tasking, Flexibility & Hardworking

## HOBBIES & INTEREST

- Listening to music
- Traveling
- Cooking
- Events planning

## DECLARATION

I solemnly affirm that the information furnished above are true and correct to the best of my knowledge and belief.

**Yours sincerely,**  
Subidha Shajahan