



Jismi Antony

Executive - Customer Service, Admin & Accounts

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

EMPLOYMENT

2018 - 2020

YACCA COMMUNICATIONS, DUBAI

EXECUTIVE - CUSTOMER SERVICE, ADMIN & ACCOUNTS

- Being the only point of contact for customers - actively handling calls to ensure the services are delivered properly through direct channels.
- Allocating the customer tasks to departments through ticket-raising and follow up to ensure that it is completed within Turn Around Time (TAT).
- Informing customers in prior if the resolution of the task will take more time than the TAT allocated.
- Escalating the queries and concerns if it cannot be handled at our level.
- Handling walk-in customers.
- Forming and maintaining employee records.
- Updating databases internally, Reviewing and renewing company policies.
- Communicating with external partners.
- Being the first point of contact for employees on any HR related queries.
- Assisting with payroll by providing the department with relevant employee information, i.e. maintaining leave tracker, keeping the files up-to-date (both soft & hard).
- Helping with various arrangements internally, from travel to processing expenses.
- Handling petty-cash.
- Preparing invoices and keeping records of the same for audit purpose.
- Estimating Project costs and preparing quotes to customers accordingly.
- Following up with customers to ensure the quotes are competitive and get the deal closed.
- Maintaining Annual Accounts.

CONTACT

+971 50 425 7127

jismiantony94@gmail.com

<http://linkedin.com/in/jismi-antony-9ba342145>

EDUCATION

2009 - 2014

K L E" S Nijalingappa college
Masters in Tourism Administration

2008 - 2009

Jayasree Higher secondary school
Kalluvayal - Schooling

COMPETENCIES & SKILLS

COMMUNICATION & PRESENTATION



INDEPENDENT DECISION MAKING



SELF-MOTIVATED



CUSTOMER RELATIONSHIP



MS OFFICE



GDS KNOWLEDGE AMADEUS, SABRE, GALILEO



2014 – 2016

BCD TRAVELS, BANGALORE

ASSOCIATE – RESERVATION & TICKETING (BACKEND PROCESS)

- Issue Straight Tickets
- Exchange and Refunds

2012 – 2012

THOMAS COOK INTERNATIONAL TRAVEL AGENCY, CALICUT

TRAINEE IN LEISURE DEPARTMENT

- Handling walk-in clients
- Preparing Domestic and Outbound Tour Packages
- Supporting leisure manager for handling group travelers.
- Making their Travel itineraries and travel arrangements.
- Booking hotels and confirming the same.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

JISMI ANTONY