** PREETI MHATRE**

**Address:** Flat No. 2308/ “B” block, Sahara Plaza Building,

Al Nahda, Sharjah.

**Email Id:** [preetu242@gmail.com](mailto:preetu242@gmail.com)

**Mobile No**: 0564291910

**Tel**: 065371419

**CAREER OBJECTIVE:**

Looking forward to work with an organization, which provides a challenging work environment where I can work and grow as a professional and make a significant contribution to the organization.

**KEY SKILLS:**

* Excellent customer service skills
* Great communication and organizational skills
* Cool-tempered and positive attitude
* Firm but kind personality
* Conflict Resolution
* Team Leadership

**WORK EXPERIENCE:**

* **Global Arc L.L.C (Dubai, United Arab Emirates) October 2018 – January 2021.**

**Customer Service Agent**

* Maintaining a positive, empathetic and professional attitude towards customers at all times.
* Knowing our product inside and out to answer questions.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Handle faxes, phone calls, and most of communications
* Maintain Computerized Work Order System as directed by the department.
* Ensure that all work is carried out in a safe and efficient manner
* **New Age Financial Services (Dubai, United Arab Emirates) April 2017 – Sept 2018**

**Telesales Representative**

* Working as a Telesales representative for a financial advisor
* Contact potential or existing customers to inform them about a product or service
* Ask questions to understand customer requirements and close sales
* Enter and update customer information in the database
* Go the “extra mile” to meet sales quota and facilitate future sales
* Keep records of calls and sales and note useful information
* **Mumbai International Airport Private Limited (MIAL) July 2011 – Mar 2017**

**Customer Service Officer**

* To provide a comprehensive escort service to all VIP and special handling passengers that includes check in, immigration, mishandled baggage, onward connections and reservations
* Attend all passengers at front desk and brief them of using the lounge facilities available and procedures for boarding.
* Handling customer complaints and maintaining an understanding and professional attitude, even when handling unpleasant customers.
* Resolve customer issues pertaining to reservations, onward connections, visa formalities in order to ensure minimum inconvenience to the passenger
* Co-ordination with different departments at the airport e.g. CISF, Airlines, Engineers etc.
* Monitor usage and conditions of all items at the lounge and inform the Manager of any requirements and maintenance.
* To increase the volume of business by providing quality product and hence keeping the image of the company.
* **Jet airways (TCS) Feb 2009 – June 2011**

**Supervisor (Customer service)**

* Interacts with customers and provides them information regarding products and services.
* Helps and resolves any customer complains
* Maintaining customer account, implementing changes to the existing account and filing documents
* Selling products and services of the companies
* **Virgin Atlantic Airlines (WNS) Aug 2007 – Jan 2009**

**CSA**

* Dealing with passenger’s enquiries about flight departures and arrivals
* Checking in passengers and giving seat numbers
* Giving information to passengers about luggage restrictions
* Taking care of passengers special needs and unaccompanied children’s details
* Calming and reassuring nervous passengers with delay flights
* Keeping a record of frequent flyers and there special request
* **Air Cathay Pacific (AMEADUS) Dec 2005 – July 2007**

**CSA**

* Fare loading and CRS checking.
* Answering all calls in a polite manner and professionally direct calls
* Resolving complaints of the customers
* Helping customers with their flights, hotels and other travel plans
* Helping customers with their itinerary changes
* Booking pre meals and seats for the customers

**CERTIFICATION:**

* Diploma in International fares and ticketing from IHCTM
* IATA in International fares and ticketing from IHCTM
* Certification for airlines fare and auditing from Zero Octa
* Hazard Identification and Risk Management
* Security Awareness
* Inline screener certification
* DGR certification
* Civil Defence Course
* Safety Management System

**EDUCATIONAL QUALIFICATION:**

* 2002

Bachelor of Science: Zoology

Mumbai University, Mumbai.

* 2000

HSC

GBES Junior College, Mumbai.

**PERSONAL DETAILS:**

**Passport No: M3988053**

**Visa Expiry: 13/04/2024**

**Currently on Husband Visa.**

**Thank you,**

**Preeti Mhatre**