

ALISHA KHAN

IATA & PGSA Certified Professional



OBJECTIVE:

To secure a challenging position in a reputable organization to fully utilize my training and skills, while making a significant contribution to the success of the company.

PROFILE:

Energetic Customer Service Agent with extensive knowledge of Airline procedures. Experienced in resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty and increasing customer engagement.

WORK EXPERIENCE:

▪ SPECTRUM SOLUTION

IT outsourcing company – Client – OOREDOO

Tele Sales Representative

2021 January 27-till date



- Responsible for managing all incoming leads, upload the daily tele sales leads into sales force.
- Exceeded goals and average of 150% monthly quotes.
- Daily calls to prospective client evaluating the branding, advertising, and sales needs.
- Accurately monitor an average of 150 calls per day
- Communicate potential customers by answering product and services questions.
- Follows all company policies and procedures.
- Keep records of calls from current and customer needing the promotion and plans.
- Explain special promotion to customers while adhering to the policies.
- Providing excellent customer service.
- Quality and follow up with the sales lead and call backs.

EDUCATION:

- **IATA CERTIFICATE - INTERNATIONAL AIR TRANSPORT ASSOCIATION**
(SEPTEMBER 2020)
COLLEGE - QATAR SKILLS ACADEMY
- **PGSA - PASSENGER GROUND SERVICES CERTIFICATE**
(MARCH 2020)
COLLEGE - QATAR SKILL ACADEMY
- **SENIOR SCHOOL CERTIFICATION**
(MAY 2019)
SCHOOL – MES INDIAN SCHOOL, DOHA QATAR
COURSE CONTENT: HUMANITIES & COMPUTER SCIENCE
- **SECONDARY SCHOOL CERTIFICATION**
(JUNE 2017)
SCHOOL – MES INDIAN SCHOOL, DOHA QATAR
- **PURSUING BACHELOR'S DEGREE - ARTS AND TOURISIM ADMINISTRATION**
COLLEGE – AMITY UNIVERSITY

PERSONAL INFORMATION:

- Name: Alisha Khan
- Tel no: +974 33245481
- Email id: Alishakhan.21367@gmail.com
- Date of Birth: 31st July 2001
- Marital Status: Single
- Nationality: Indian
- Languages Known: English, Urdu & Hindi

SKILLS:

- Active listening.
- Leadership.
- Computer skills.
- Customer service.
- Management skills.
- Interpersonal skills

HOBBIES:

- Reading
- Travelling
- Painting
- Learning
- Fashion Designing
- Sports

EXTRACURRICULAR ACTIVITIES AWARD CERTIFICATE:

- Certificate of Merit – Social Science Club Secretary
- Certificate of Bulletin Board Display
- Certificate – Hand Ball 1st Place
- Certificate – Hockey 3rd Place
- Certificate – Football 2nd Place
- Certificate – Basketball 2nd Place
- Certificate of Participation – International Olympiad of Mathematics 2013
- Certificate of Participation – Arts & Crafts
- Certificate – 2nd place in running race.
- Certificate of Participation – 5K Fun Run

DRIVING LICENSE:

- **HOLDER OF VALID QATARI DRIVING LICENSE.**

Thank You for your valuable time.