



CHRYSTAL D'SOUZA

Email: dsouzachrystal2018@gmail.com
Phone: +971581926458 / +971562046585

Career Objective

To pursue a challenging career in a reputed company which will provide me a lot of learning opportunities so that I can realize my potential and work with full determination and dedication towards the organization.

Key Skills and Qualities:

- Excellent multi-tasking, organizational and time-management skills.
- Ability to deal with internal and external customers at all levels via telephone and email, to ensure successful communication via actively listening and probing questions.
- Enjoys sharing knowledge and encouraging development of others to achieve specific team goals.
- Ability to lead and motivate a team.
- Strong attention to detail and commitment to delivering quality results
- Excellent communication skills which help a great deal while handling daily correspondence
- Ability to provide prompt service to the customers

Educational Qualification

Passed SSC in the academic year 2006-07

Passed HSC in the academic year 2008-09

Passed Final Year in Business Commerce in the
Year 2011-12

Additional Qualification :

Post Graduation Diploma In Tourism & Travel Industry
Management, From Garware Institute, University Of Mumbai

Work-Experience

➤ Call Centre Agent- (Temporary Contract)

Joined TASC outsourcing for MAJID AL FUTTAIM HYPERMARKETS LLC- Carrefour from 1st August 2021 to 26th September 2021

Key responsibilities

- Handling inbound calls from customers professionally and responding to their enquiries and registering their complaints
- Escalating customer complaints to the concerned departments
- Following up on pending customer complaints
- Assisting customers with basic troubleshooting regarding app and website related issues
- Assisting customers in placing return and replacement requests

➤ Customer Support Executive.

Joined Imagine Cruising, Dubai from 27th February 2019 till 9th May 2020

Key responsibilities

- Dealing with bookings done for various cruise lines by the company
- Inputting the booking in to the Traveltek system, doing a quality check on the bookings and sending the initial documents like the confirmation invoice and receipt to the customer
- Quoting customers and booking add on services like airlines, hotels and transfers
- Coordinating with the cruise line and other suppliers in assisting customers in upgrading or re-scheduling their existing bookings as well as helping customers with their special requests
- Calling up customers to collect the balance payment for the booking
- Dealing with customer complaints over calls and emails and resolving them
- Meeting with walk in customers and assisting them with their queries regarding the existing bookings, complaints and future payments
- Coordinating with the hotels and transfer suppliers if the customers have any complaints or missed their transfer
- Attended an official trip to Rome, Italy to assist in an event held by Imagine Cruising for their customers who were a part of an on-going tour
- Attended ship inspection tours of various cruises such as Seabourn, Royal Caribbean and Jalesh Cruises at Port Rashid, Dubai.

➤ **Business Operations Supervisor.**

Joined Discover the World, India from 1st February 2014 till 30th November 2018

Key responsibilities

Cruises- Carnival Cruise Lines, Celestyal Cruises, Variety Cruises & Hurtigruten Cruises

- Quoting and Processing FIT and Group Reservations for various reputed cruise lines represent by Discover The World, India
- Preparing invoices for FIT and Group reservations and collecting the payments from the travel agents/ customers
- Following up for payments with the travel agents/ customers and making timely payments to the cruise line
- Handling cancellations, amendment requests and complaints and special requests from the clients
- Ensuring timely delivery of services and high level of customer satisfaction
- Coordinating directly with the respective cruise head offices in their respective countries
- Represented Variety Cruises at OTM (Outbound Travel Mart) and Seychelles Tourism Roadshow held in Mumbai
- Attended an inspection tour on Variety Cruises in Greece
- Attended a FAM trip on Celestyal cruises in Greece

Accommodation- Caesars Entertainment, Park Group of Hotels, La Quinta & Extended Stay America

- Quoting and Processing FIT and Group Reservations for various accommodation partners represent by Discover The World, India
- Coordinating directly with the respective hotels for quotes and booking
- Handling cancellations, amendment requests and complaints and special requests from the clients

Car Rentals- Hertz & Dollar

- Quoting and Processing Reservations for Hertz & Dollar for leisure and corporate clients both postpaid and prepaid
- Processing amendments & cancellations
- Preparing invoices for prepaid bookings
- Coordinating with the respective locations if required
- Handling customer queries regarding complaints and refunds

OTA- Expedia TAAP (Travel Agents Affiliate Program)

- Assisting travel agents to register on the portal
- Conducting verification calls to the travel agents
- Handling and resolving travel agents complaints
- Coordinating with the travel agent and the hotel for relocation of the customer in a booked out situation.

Airlines- Copa Airlines, Aero Mexico, GOL & Thomas Cook|Condor

- Providing capping on Amadeus and Galileo for Copa Airlines to Travel agents
- Coordinating with the Travel agents and airlines for any issues or queries

➤ Intern

Joined Makemytrip.com as an intern from February to May 2013

Key responsibilities

- Booking International and domestic tickets from the makemytrip portal
- Coordinating with the airlines for cancellations and refunds
- Booking International and domestic hotels from the makemytrip portal
- Coordinating with the hotels for cancellations, refunds and special requests
- Booking International and domestic packages for FIT and Groups
- Preparing customized itineraries as per the passengers requirement

Personal Information:

Date of Birth : 22nd October 1991

Marital Status : Married

Nationality : Indian

Linguistic Skills : Fluent in English, Hindi, Marathi Languages with ability to Read, Write and Speak