

GREESHMA SHAJI

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CAREER OBJECTIVE

To seek a challenging and responsible position in a large and professional organisation. Motivating my capabilities to fully prove my worth and my soon to be team too substantial target heating performance

SKILLS

Good communication

Humble

Hard working

Dedicated

Confidence

EXPERIENCE

From: Aug-2016

Reservation associate

Rajadhani reservations, Trivandrum airport

- Answer telephone inquiries to book reservations on multiple airlines.
- Correct errors in ticket purchases and account information.
- Resolve issues in a timely manner and escalate customers in need of further help.
- Train and mentor new agents on procedures and customer service protocols.
- Maintain calm and collected attitude in all situations.

Nov-2019 - Sep-2020

Branch relationship executive

SBI Cards and payments

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets. Investigate and address competitors' activities
- Update and manage contact database with accurate profiles, notes, and relevant informations.
- Match sales opportunities that cover other products involving various sales representatives
- Bargain customer pricing contracts with third party providers.

From: Apr-2015

Receptionist cum GRE

Hotel City Heights

- Greeting and welcoming guests and providing them with a positive first impression of the organization
- Maintaining security and telecommunications systems
- Keeping office secure by following procedures, monitoring logbooks, and issuing visitor badges
- Documenting and communicating various actions, irregularities, and continuing needs
- Answering the telephone; taking and relaying messages; providing information to callers
- Preparing letters and documents
- Receiving and sorting mail and packages
- Scheduling appointments and maintaining appointment calendar
- Coordinating meetings and organizing catering and room bookings

EDUCATION

Degree/Course	Institute/College	University/Board	Year of Passing
BA English literature	National college of distance education	Kerala university	2019
Aviation and airport management	Frankfinn institute of air hostess training		2015
Higher secondary certification	GHSS Anavoor	Board of higher secondary examinations	2014
School leaving certification	GHSS Anavoor	Board of public examinations	2012

STRENGTHS

Problem solving
Make everyone happy
Quick learner
Patience

AREAS OF INTERESTS

Aviation
Hospitality
Customer service
Banking

HOBBIES

Singing
Browsing

PERSONAL DETAILS

Address	203,second floor, Green 2, near alnahda metro, oppo medicom pharma, Al Qusais Dubai
Passport detail	N4126175
Date of Birth	16/01/1997
Gender	Female
Nationality	Indian
Marital Status	Single
Languages Known	English Tamil Malayalam

DECLARATION

I do here by declare that all the above mentioned facts are true to be do here by declare that all the above mentioned facts are true to best of my knowledge.

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