



KHYATI CHITTALIA

D.O.B : Feb 3,1992
Call : 054-747-8028

Nationality: Indian
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PROFILE:

Customer service specialist with extensive management experience. Strong interpersonal skills with mediation and team- building. Innovative problem- solver; developed and implemented new service strategies to increase customer satisfaction. Observant with attention to detail. Enthusiastically interacting with guests to ensure a positive experience. Adept at handling scheduling issues. Specialize in working with potential clients to efficiently accommodate needs.

EDUCATION:

Bachelors in Commerce
2009 - 2012
Higher Secondary
2007 - 2009
Secondary School
March 2007

HOBBIES:

Travelling
Socializing
Reading
Mindfulness

LANGUAGES:

English,
Hindi,
Marathi,
Gujarati,
Arabic-Basic

VISA DETAILS:

3 Months Visa

WORK EXPERIENCE :

Derivative Trading Academy Mumbai (Relationship Executive)

March 2020 - Sept 2020 (7months)

[Administrative Assistance, Problem solving, Client Servicing, Sales]

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.

Atlanta Tourism (Reservation Manager) - UAE

Feb 2014 – Nov 2019 (5years 9months)

[Administrative Assistance, Problem solving, Customer Service, ensuring Quality of work, Creating work schedules]

- Manages the taking of reservations and operates systems in accordance with company standards
- Controls corporate bookings with payment details required
- Training reservations agents in all aspects of reservations operations to ensure a high degree of accuracy in guest reservations, maximising revenue opportunities and satisfaction ratings for guests

Royal Tours (Tour Leader / Admin Executive)

May 2013 – Dec 2013 (7months)

[Handle requests, feedback and queries, maintaining documents and filing invoices]

- General office management.
- Organising travel and accommodation for staff and customers
- Arranging both internal and external events

Justdial Pvt Ltd. – US Operations (Information Retrieval officer)

Oct 2010 – May 2013 (2years 7months)

[Responsible to answer calls and provide information to clients based in the USA, Adhering the Quality norms]

- Answering & assisting clients from USA with required information
- Pleasant voice with Pleasing Telephonic Etiquettes
- Following Quality policy
- Working knowledge of computers

SKILLS:

Communication	90%
Problem Solving	75%
Time- management	100%
Team-work	80%
Multi-tasking	100%