

RAVI KUMAR

02 Years Experience of Sales Executive

Location : India

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Professional Profile

Friendly and efficient Receptionist skilled in both verbal and written communication. Experience in customer service as well as the composition of correspondence. Fluently bilingual in English and Hindi.

Objective

Seeking a Receptionist position where my clerical and customer care skills along with front desk operations management expertise will be fully utilized.

Work Experience

02 Years of Professional Experience

Sales Executive

Affordable Flights Centre Private Limited New - Delhi, India

Responsibilities and Role Details

- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Record details of actions taken.
- Hand out keys, following proper procedures.
- Maintain customer databases.
- Follow up on customer interactions.
- Communicate and coordinate with internal departments.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Provide feedback on the efficiency of the customer service process.

Core skills

- Galileo knowledge (GDS).
- Microsoft Office (Word, Excel, Outlook)
- Good communication and interpersonal skills.
- Commitment and drive for best results.
- Ability to think out of the box and never give up spirit.
- In-depth knowledge about customer service procedures.

Education & Qualifications

- Diploma in Aviation, Hospitality and Travel Management.
- Passed 12th from Uttar Pradesh.
- Passed 10th from Uttar Pradesh.

Languages

- English - Excellent and very good command on reading, writing and speaking.
- Hindi - Excellent and very good command on reading, writing and speaking.

Hobbies and Interests

- Fitness and Swimming.

Declaration

- I hereby declare that the above given information are true and correct to the best of my knowledge.

Thanks with regards

Ravi Kumar