

RESUME

NIMIYA SEBIN

**Mantharayil House
Palarivattom P.O
Cochin, Pin: 682025
Kerala, India
Phone: +91 8129421858
E-mail: nimiyapaul1@yahoo.com**



PERSONAL PROFILE

**Date of birth : 11.10.1988
Gender : Female
Marital Status : Married
Spouse Name : Sebin Joseph
Nationality : Indian**

CAREER OBJECTIVES

- I am seeking employment with a company where I can grow professionally and personally.
- I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.
- I want to succeed in an environment of growth and excellence to meet personal and organizational goals.

ACADEMIC QUALIFICATION

Class	Board/University	Year of Passing	Percentage
MTA (Master of Tourism Administration)	Mahatma Gandhi University, Kerala-India	2012	78%

Bcom TTM (Bcom Tourism & Travel Management)	Mahatma Gandhi University, Kerala-India	2010	74%
XII	Board of Higher Secondary Education, Government of Kerala-India	2007	78%
X	S.S.L.C (Secondary School Leaving Certificate)	2005	74%

INTERNSHIP

- **One month training program done in Journeys World Academy at Cochin, Kerala.**
- **One month training done in Tourism Information Center at Cochin International Airport, Nedumbassery and submitted report to M.G. University.**
- **15 days Travel Agency Training at Speed Wings Aviation Academy, Kaloor, Kerala.**
- **As a part of our degree and P.G. course we had a National Trip(India) and submitted the report about the destination which include Hyderabad, Jaipur, Kulu, Manali, Shimla, Agra, Delhi, Bombay, Amritsar, Chandigarh, Goa , Jammu And Kashmir.**

EXPERIENCE

- **Self employed : April 2017-at present ,at Paradise Bakery & Restaurant Upputhara,Idukki**
- **February 2015 to April 2017 Worked as Administration Assitant at Al Shater Trading & contracting W.L.L ,Doha ,Qatar**
 - *Assist in the preparation of regularly scheduled reports*
 - *Responding to question and request information.*
 - *Maintaining contact lists.*
 - *Organising and scheduling meetings and appointments.*
 - *Answering incoming calls and assume other receptionist duties when needed.*
 - *Maintaining confidential records ,references, library items and other files.*
 - *Arrange travel facilities .*
 - *Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.*

➤ **June 2014 to August 2014 Worked as CARE COORDINATOR at Aster DM Healthcare Pvt Ltd, Cheranallor, Kochi, Kerala-India.**

- *Assessing and screening patients as well as providing them with education about medical process and procedures.*
- *Prepares accurate and timely documentation for billing of services.*
- *Helping patients to understand complex medical information.*
- *Assisting patients in admission and registration procedure.*
- *Allotting rooms to the patients and also issuing the hospital admit card.*
- *Handling the complaints .*
- *Arranging recreational facilities for the guest ,as per the request.*

➤ **April 2013 to May 2014 Worked as TEAM LEADER & TRAVEL CONSULTANT at Seasons India Holidays, Aluva, Kerala-India.**

- *Handling complaints (from both staff and customers)*
- *Supports team manager and performs management duties when manager is absent or out of office.*
- *Communicates deadlines and sales goals to team members.*
- *Conducts team meetings to update members on best practices and continuing expectations.*
- *Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.*
- *Visiting resorts to ascertain accommodation quality and suitability.*
- *Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.*
- *Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.*
- *Diagnose the clients' specifications and wishes and suggest suitable travel packages or*

services.

- *Supply travelers with pertinent information and useful travel/holiday material (guides, maps, event programs)*
- *Liaising with clients in person, over the phone or via email to discuss their travel requirements.*
- *Preparing customized itineraries to suit the clients' preferences and budget.*

➤ **March 2013 Worked as SALES EXECUTIVE at Itraveller.com, Kakkanad, Kerala-India.**

- *Provide customers with quotations and creates detailed itineraries.*
- *Arranging and coordinating travel, transportation and accommodation for clients according to their preference.*
- *Managing hotel booking and allotment of transportation facilities to the guest.*

➤ **July 2012 to February 2013 Worked as GUEST RELATION EXECUTIVE at Hotel Park Residency, Kakkanad, Kerala-India.**

- *Handling of guest complaints and concerns in an efficient and timely manner.*
- *Providing information regarding the Hotel, town attractions, activities etc.*
- *Allocating rooms to all arriving guests.*
- *Maintaining up-to date information on room rates, current promotions, offers and packages*
- *Co-coordinating with housekeeping for clearing of rooms.*
- *Collecting Guest feedback during guest departure along with his likes and dislikes.*
- *Performing basic cashier activities as and when required.*

SKILLS

- Possess outstanding time management & organizational skills.
- Ability to work under pressure and meet deadlines.
- Good communication skills.
- Ability to perform tasks efficiently and effectively with clients and team members.
- Positive attitude and positive reinforcement.
- Knowledge of operating tools like Microsoft windows, Office etc.

CHARACTER REFERENCES

Mr.Anush Abraham
Manager
Al Shater Trading & contracting W.L.L
Doha ,Qatar
Tel:+97455758153

Mrs.Neethu Sebastine
Head of Sales
Seasonz India Holidays
Aluva, Cochin
Kerala-India
Tel:+91 8281572115

Adv. Siljo C.A. MTM, LLB.
HOD of MTA Department
St. Peters College, Kolenchery
Cochin, Kerala-India
Tel:+91 9847689092

DECLARATION

I declare that the information given above is true to the best of my knowledge and belief.

Ernakulam

NIMIYA SEBIN