



AKHILA SURESH

PERSONAL SUMMARY

I am a customer relationship executive with 4 year experience and Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

CONTACT INFORMATION:

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cheroor house
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pin:680309

PERSONAL INFORMATION

Date of Birth : 04/11/1996
Father's Name : C.K Suresh
Passport No : R7331973
Date of Expiry : 03/12/2027
Nationality : INDIAN

LANGUAGES KNOWN:

- Malayalam
- English

CAREER HISTORY

ATT holidays ravipuram mar-2020 to sept 2021

Ticketing and reservation Executive.

- Flight tickets, re issuance, void, cancel and refunds Galileo and Amadeus
- Airline exchange policy and cancellation policy customer wants to change or cancel the reservation
- Responsible for issuing airtickets and b2c etc

Akbar online booking co pvt ltd Jan 2018- Dec 2019

Ticketing and reservation Executive.

- Maintain and update corporate customers profile in the system
- issuing flight tickets, domestic and international.
- Helping passengers with modifications or cancellations of their existing reservations
- Helping customers web check-in and special needs for travelling

Akbar travels of india pvt ltd Thrissur Nov 2016- May 2017

Ticketing and reservation Executive.

- Greeting customers that approach their counters
- Attend to clients travel enquiries and request via phone
- Answering enquiries regarding dates, prices and availability of flights

EDUCATIONAL HISTORY

TUV,SUD Certified Hospital Administration Course from ISSD 2021

BHARATHIAR UNIVERSITY

MBA human resource management (Pursuing)

BHARATHIAR UNIVERSITY

BBA airline and airport management (2014-2018)

PLUS TWO

Government Model Boys HSS Irinjalakuda (2012-2014)

SSLC

S.H.C.G.H.S.S Chalakkudy (2011-2012)