




PRIYA JOY

TRAVEL AGENCY MANAGER

CONTACT ME AT

 Shalom Residency,
Kunjanbava Road,
Vytilla, Ernakulam- 682019


 priyajoy880@gmail.com


 +91 9605470570

SKILLS SUMMARY

- Customer Service and Support
- Data Organizing
- Fast Learner and Adaptive
- Data Analyzing
- Flexible alignment of service with respect to customer requirements
- Active Listening

TRAININGS

 Tamarind Global Pvt. Ltd. |
Panampilly Nagar, Ernakulam
February 2015

 Amadeus Basic functionality Course
Birds Academy
September, 2011

 IATA/ UFTAA Foundation & EBT Course
September, 2011

 Travelpport Galileo CRS Basic Course
July, 2011

PERSONAL PROFILE

Experienced travel agency manager with a solid understanding of tour packages and travel services.

Specialize in customer service for travelers and ensuring top-notch customer experience.

WORK EXPERIENCE

Agency Manager

Priya Travel Hub, Kollam, Kerala | 2015 - 2018

- Schedule trips and travel itinerary preparation
- Accommodation and transport arrangements for customers
- Organizing company-related tasks and making reports for analyzing
- Complaint handling and customer relation support
- B2B
- Adaptive service in accordance with dependent factors
- Oversees the implementation of Travel policies and ensure compliance
- Oversight of the travel management company including all operational issues, SLA's, management reporting systems, and adherence to policy.

Travel Consultant

Vacations Kerala Pvt. Ltd. | May 2014 - Aug 2015

- Handling domestic packages and the Arab packages (hotel booking only)
- Customer complaint handling and addressing email enquiries
- Arranging transportation and accommodation facilities for customers
- B2B

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EDUCATIONAL HISTORY

Punjab Technical University| Chavara Institute of Management Studies, Ernakulam, Kerala

BSc Airline Tourism & Hospitality Management | April 2014

St. Teresa's Convent Girls HSS, Ernakulam

HSE Biology Science | 2011

St. Teresa's Convent Girls HSS, Ernakulam

SSLC | 2009

HOBBIES

- Traveling
- Cooking
- Arts and Crafts
- Reading travel blogs

PERSONAL DETAILS

Date of Birth: 14 February 1993

Spouse Name: Mr. Unnikrishnan

LANGUAGES KNOWN

- English (Good)
- Malayalam (Fluent)
- Tamil (Good)
- Hindi (Intermediate)

REFERENCES

Mr. Ansari

Managing Director of Vacations Kerala Pvt. Ltd.

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Mr. Vijayan Menon

Training Manager| Chavara Institute of Management, Ernakulam

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