

TEHREEM ASHRAF

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CAREER OBJECTIVE

To seek a challenging and responsible position in a large and professional organization where I will have the opportunity to make a positive contribution to business growth and to achieve a personal development and career advancement, where it would strongly help in motivating my capabilities to fully prove my worth and my soon to be team to a substantial target beating performance.

PROFESSIONAL EXPERIENCE

BrandMidas Hospitality and Aviation Services Pvt. Limited, IGI T-3, Senior Customer Service Executive, Dec 2020 – Present

- Formulating job duties and responsibilities for all staff to ensure target achievement
- Enrolling Frequent Flyer for Air India Passengers.
- Assisting passengers with their queries related to Flying Returns.
- Resolving queries for Flying Returns existing members.

DOOK Travels Pvt. Limited, New Delhi, Senior Executive – Sales & Operations, March 2019 – Dec 2020

Sales:

- Handling customer's travel related queries through telephone, emails, internet, and in person to CIS Countries. Making packages, negotiating and confirming the packages with good profits.
- Been a part of different marketing campaigns for the process of promoting and lead generation.
- Responsible for Generation of Leads and converting them into Sales.
- Monitor customer preferences to determine the focus of sales efforts.
- Develop plans to acquire new customers or clients, through direct sales techniques and cold calling.
- Carrying out the B2B Meetings with other Travel Agents as prospective clients and for the purpose of lead generation.
- Carrying out the B2C Meetings and assist to confirm all reservations.

Operations:

- Taking care of pre- sales and post-sales work, e.g.: Reservation of Hotels, Air Tickets, Visas and arrangement of daily scheduled plan.
- Managing Group Bookings of Corporates and organizing Conferences and Events.
- Managing Ground Operations.

Air Arabia, Cozmo Travel Pvt Limited, Reservations Executive, Sep 2018– Mar 2019

- Analyzing all guests and travel agent requirements through walk – in, telephone and emails and recommend suitable options for all customers.
- Part of various Road Shows, Events, and conferences representing Air Arabia Airlines.
- Making and circulating flyers for special discounts and festivals through Emails.
- Managing all incoming calls for reservation department and ensure response to all queries and maintain professional relationship and atmosphere at all the times.

- Assisting to book and block all seats according to requires standards and manage all special reservations and monitor all reservations and discounts.
- Coordinating with Sales Department and providing discounts on Fare to Travel Agents for Bulk Bookings.

Key responsibilities at Airport:

- Overall Supervision of the Check-in counters, coordinating with GHA team for smooth functioning at Airport.
- Spearheading the Computerized Reservation/ Ticketing/ all Check-in formalities of passengers at Airport.
- Providing Reservation Training to the GHA Staff at Airport.
- Check-in of passengers at Airport when required.

Aegis Limited, Senior Executive – Operations, Cyber NET (Airtel), Feb 2018 – Sep 2018

- Handling customer complaints on Social Media Platforms such as Twitter, Facebook as a face of Airtel.
- Resolving all customer complaints on top priority by thinking out of the box.
- Calling and Sending Emails to other Departments for Quick Resolutions.
- Replying to customers through comments and posts.
- Handling irate customers with calm and politeness on call.

AREAS OF EXPERTISE INCLUDE

EXPERTISE	PROFILE
Sales	Overall experience of more than 04 years.
Operations Management	An aspiring Sr. Executive with 02 years of experience in Sales and Operations
Client Relationship Management	Skilled at handling B2B and B2C marketing.
Customer Service	Good communication skills with excellent relationship building and interpersonal skills
Sales Force	Problem- Solving Nature and Positive Attitude
B2B & B2C Sales	Ability to handle Operations
Lead Generation	Inquisitive with an analytical mind and ability to think out of the box to provide customer satisfaction
Management Skills	Can adapt to any kind of situation

EDUCATION/ CERTIFICATIONS

Qualification	Board/ University	Year of Passing
B.A Programme	School of Open Learning, Delhi University	2020
12th	NIOS	2015
10th	CBSE	2013

Interest: Travelling, Adventure Sports, Music, Movies, Reading and Work Out.

Other Skills: MS Office, Excel, Interpersonal Skills

Language Proficiency: English, Hindi and Urdu.

Declaration

I hereby declare that all the information given above is correct and to the best of my knowledge.

(Tehreem Ashraf)