

ASIFA COUSER . L

Ph: (M) +91 9176104144 E-mail:
asifa.couser@gmail.com No.31, RBI Colony,

PROFESSIONAL EXPERIENCE

Organization: Make My Trip Pvt Ltd -Chennai

Duration: Working At Present

Joined Date: Jul 08 2019

Designation: Retail Sales -Senior Executive, Domestic /International

Responsibilities:-

- Driving B2C sales of International & domestic Holiday packages
- Designing itineraries, vacation packages, costing and hotel booking
- Fostering existing relationships and developing new ones
- Monitoring competitors activities and collecting data
- Error free updating of the bookings made on Navision/CRM.
- Know how & experience of Amadeus/Galileo.
- Error free handover of the Sales files to the Post sales teams.

Organization: Akbar Holidays Pvt Ltd - Chennai

Duration: Sep 2016 till Jul2019

Designation: Senior Executive Retail Sales & Operations OBT & DOM

Reason for Change : Career Growth

Responsibilities:-

- Attending Online Queries either for Domestic / International / Inbound Tours.
- Sending Proposals for Package Tours & Hotel Bookings
- Preparing Itineraries & Costing for Holiday packages.
- Closing Sales, Convert bookings & Assuring Good Feedback.
- Enthusiastic with Good Communication and negotiation Skills.
- Should be good at achieving sales target within given timelines.
- Good knowledge of destinations, suppliers & hotels.
- Client handling skills, itinerary making, costing & Sale.

Organization: GT Holidays – Chennai

Duration: Oct 2013 till Sep 2016

Designation: Senior executive – Customer service International Holidays Sales and Operations (OBT)

Reason for Change: Better Opportunity

Responsibilities:-

- Handling customers for inbound/Outbound holiday packages, follow up with customers and clients.
- Customization of existing holiday package or building entirely a new package as per customer needs.
- Dealing with customer enquiries and aiming to meet highest level of customer satisfaction.
- Dealing with Reservations, Operations, and Negotiations section
- Operational duties (air and land arrangements) ticket bookings
- Creative planning and designing of itineraries
- Managing the reservations process for bookings in a manner which ensures guest budget is achieved
- Handling of bookings from quote to finalizing, invoicing and travel documents

ASIFA COUSER . L

Ph: (M) +91 9176104144 E-mail:

asifa.couser@gmail.com No.31, RBI Colony,

- Consistent and clear communication with agents, sales teams, preferred supplier partners and colleagues.
- Calm and professional manner of servicing agents and guests
- Proactive selling of our products and services ensuring the best possible Tours for the guests
- Working in an orderly manner

Organization: G Plan Travel Services - Chennai

Duration: Oct 2012 till Sep 2013

Designation: Sales and Operation Executive

Reason for change: Career Growth

Responsibilities:-

- Keeping clients up to date with any changes
- Dealing with complaints or refunds
- Collecting and processing payments
- Modifying existing bookings to suit a change in clients' circumstances.
- Researching destinations and keeping up to date with travel industry news.
- Promoting and marketing the business
- Dealing with customer queries and complaints
- Meeting profit or salestargets
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.

Organization: Hotel Mahalaya Residency - Chennai

Duration: Feb 2007 till Oct 2010

Designation: Front Office Executive (Reception and Reservations)

Reason for change: Career Growth

Responsibilities:-

- Greets, registers, and assigns rooms to guests.
- Excellent interpersonal communication and customer service skills
- Answers telephone in absence of telephone operator
- Transmits and receives telephone messages and sets up guests' wake-up calls.
- Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- Keep records of room availability and guests' accounts. Operates the front office computer system. Makes photocopies if needed
- Computes bill, collects payment, and makes change for guests Posts charges such as room, food, liquor, or telephone, to guest folio.
- Makes restaurant, transportation, or entertainment reservations for guests

Organization: Hotel Grand Palace - Chennai

Duration: Jul 2004 till Nov 2007

Designation: Front Office Assistant (Reception and Reservations)

Reason for change: Better Opportunity

Responsibilities:-

- Using oral and written communication skills to register and accommodate guests
- Managing guest service requests
- Processing cash or credit card payments

ASIFA COUSER . L

Ph: (M) +91 9176104144 E-mail:

asifa.couser@gmail.com No.31, RBI Colony,

- Maintaining updated information on room availability, reservations and guest messages
- Understanding how to use hotel Property Management Software (HMS) systems
- Apply selling techniques when needed to register rooms
- Knowledge of basic book keeping processes
- No fear of decision-making

Organization: AR Exports Pvt Ltd, Chennai**Duration: March 2000 to Jan 2003****Designation: Account cum Admin, Executive Assistant****Reason for change: Better Opportunity****Roles & Responsibilities:-**

- Invoice making, Documentation works, Attendance
- Email communications , Petty cash handling , Bill Payments
- Invoice preparation , Payment follow-up, Salary Compute
- Payable and Receivable register , Voucher making , Good Communication Skills
- Good knowledge of excel, word, internet , letter drafting etc Ability to Work Independently
Active Listening , Ability to Follow Direction

ACADEMIC QUALIFICATION

- Experience in GDS System – GALILEO /AMADEUS
- Graduation in B.Com Commerce ,English Honour's with 53% in 2014
- Diploma in Computerized Financial Accounting (DCFA) MS Windows & Tally 9 Release 2.14, HTML, Chennai with Grade A+ in 2009.
- Diploma in Computer Application MS Windows, MS Dos, MS Office, HTML, Chennai with Grade A+ in 2008.
- 12th (Board of Higher secondary Examination, Tamil Nadu) Department of Government Examination Higher Secondary, Chennai with 57.75% in 2010.
- 10th (Board of Higher secondary Examination, Tamil Nadu) from Government Girls Higher Secondary School, Chennai with 72 % in 2000.

CERTIFICATION & ACHIEVEMENTS

- Got appreciation mails from my delightful customers.
- Trained in Effective Customer Handling Skills
- Operating System (MS Office) ,HTML,HMS,EXC EL WORD
- Email Etiquettes
- Problem solving and escalation handling

PERSONAL VITAE

- Date of Birth: 19th Feb, 1984
 - Language Known: English, Hindi, Tamil, Urdu
 - Marital Status: Married
 - Address: No31, RBI Colony, Chromepet, Chennai -44
 - Passport No: P1894371
-

ASIFA COUSER . L

Ph: (M) +91 9176104144 E-mail:

asifa.couser@gmail.com No.31, RBI Colony,

KEY SKILLS

- Excellent time management and organizational skills.
- Good knowledge of Microsoft Outlook, excel and Internet Explorer and Open office.
- Good knowledge of destinations, suppliers & hotels.
- Client handling skills, itinerary making & costing, selling of packages.
- Should be highly sales oriented
- Persuasive, emphatic with good problem solving skills.
- Ability to deal with external and internal customer in a professional manner.
- Quick learner, detail oriented and ability to adapt to new processes in limited time frame.
- Excellent communication and interpersonal skills.
- Multi-tasking skills and ability to work under pressure.
- Able to manage staff and prioritize workflow while maintaining a positive and professional attitude.

Regards,

(Asifa Couser L)
+91 9176104144