



PERSONAL DETAILS

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CORE QULIFICATIONS

- Revenue Budgets
- Travel Bookings
- Transportation Information
- Hotel Accommodations
- Customer Satisfaction
- Time Management
- Negotiation
- Staff Management
- Upselling Proficiency
- Issue and conflict Resolution
- Complaint Resolution
- Systems and Automation Applications
- Computer Skills
- Supervision and Leadership
- Data Management
- People Skills
- Customer service
- Planning and Organizing
- Good Work Ethic
- Flexible Schedule
- Telephone reception

DEEPAK SHARMA

PERSONAL SUMMARY

A detail oriented professional with top skills in customer relations, problem solving and record keeping. Talented in addressing different service and product problems with thorough and positive style. Ready to help with focus on finding creative solutions to conflicts and complaints

EXPERIENCE

JANNAH HOTELS & RESORTS

RESERVATIONS AGENT – DECEMBER 2022 CURRENT
ABU DHABI, UNITED ARAB EMIRATES

Duties:

- Greets Customer in a friendly manner and demonstrated excellent customer service.
- Fulfilling reservation requests by determining the rooms available to meet customer desires.
- Verify customer information and payment options, assign rooms and respond to customers with confirmation emails or letters.
- Answering any questions customers might have about the reservation process or sorting out any issues that may arise with bookings or reservations
- Providing support to customers who may need to amend or cancel a reservation and sending confirmation details to customers
- Making reservations for customers based on their various requirements and budgetary allowances.
- Process all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Identify guest reservation needs and determine appropriate room type. Verify availability of room type and rate.
- Explain guarantee, special rate, and cancellation policies to callers.
- Accommodate and document special requests. Answer questions about property facilities/services and room accommodations.
- Follow sales techniques to maximize revenue.
- Input and access data in reservation system. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system. Follow proper escalation procedures when addressing guest concerns.
- Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional;
- maintain confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and coworkers.
- Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.

LANGUAGES

- Hindi
- English
- Arabic – Basic

EDUCATION

❖ **DIBRUGARH UNIVERSITY**
Bachelor of business Administration
2014 Class of Business & Marketing
Management

SELF DECLARATION

I hereby declare that the particulars furnished are true and collect to the best of my knowledge and belief, you can be trust assured that I will work with dedication and perform my duties to the best of my ability towards a successful completion of the task at hand.

EXPERIENCE

AL FARDAN EXCHANGE LLC
CUSTOMER SERVICE TELLER OFFICER – JUNE .2018 – JUNE.2022
ABU DHABI, UNITED ARAB EMIRATES

Duties:

- Provided excellent quality customer service by patiently listening and communicating company policies with empathy. Maintained a positive attitude at all times in a fast-paced environment
- Provides face-to-face services and handles customers' concerns and complaints and ensuring transactions are completed in an efficient manner with a high level of accuracy
- Follow compliance procedures, company policies and safety guidelines as per company standards.
- Ensuring transaction balance, managing requests and complaints, maintaining confidentiality, and complying with bank security procedures.
- Dealing with foreign currency conversion and transferring money to bank account worldwide. Prepare regular reports, regular initiatives, and data to showcase progress and forecasts to internal stakeholders.
- Assure Customer Complaints are handled properly.
- Sales discipline – Sales returns, Ensure availability of legal documents, etc., Competitor information and tracking
- Responsibility for processes and compliance within the branch location
- Manage inbound and outbound calls in a timely manner.
- Register customer requests on the system, record customers' data and coordinate with other divisions in that regard.
- Provide quality, efficient, and non-judgmental telephone customer service to internal and external customers.
- Escalates complaints to concerned parties in Contact Center or any other division and follows up on action taken.
- Conduct satisfaction surveys through customer calls.
- Prepare a report on call center activities.