



Mariyam Shaharbanu

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Contact

Phone

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Email

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Address

Abu Dhabi

Education

2019

BBA - Bachelor of Business Administration

Malik Deenar College of Graduate Studies

Skills

- Analytical and logical thinking
- Written communication
- Planning and coordination
- Organization and time management
- Self Motivated
- Quick Learner

Language

English

Hindi

Malayalam

Arabic

Experience

March 2023 - October 2023

AEROSEA EXPORTS AND TOURS

Back office and ticketing staff

- Conducted calls professionally and politely to maintain excellent service standards.
- Liaised with corporate booking agents to coordinate and update itineraries.
- Planned travel itineraries for families and corporate clients with diverse needs
- Acted as first point of contact for customers to resolve potential issues with reservations.
- Processed payments and online bookings with zero error.
- Employed strong product and systems knowledge to handle booking enquiries.
- Communicated reservation confirmations to guests via post and email.
- Advised applicants on visa and passport requirements, copying documents needed for application.
- Checked and verified application references to progress visa requests.

2015 - 2017

AKBAR TRAVELS OF INDIA PVT.LTD

Reservation Trainee

- Issuing of online ticketing and Online UAE Visa
- New Passport application and renewal process
- Customer Service
- Galileo Software for the Travels & Cargo
- Microsoft Office (Word, PowerPoint, Excel)
- Self-Motivated, Self-Confident and Quick Learner
- Ability to work with team as well as individually
- Open to learning and exploring new technology and domain
- Satisfactory verbal and written communication skills
- Tact to deal with multicultural customers
- Strong customer service orientation.

Additional Information

Date of Birth : 13 September 1997

Marital Status : Married

Visa Status : Spouse visa