

CHANDRAKANT GUPTA

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BUSSINES MAPPING

The final stage of product development is to test the product to ensure that it meets all safety and quality standards and is Acquainted with the operating business model of insurance. Insightful knowledge of business process analysis and design, process rationalization, cost control, capacity planning, performance measurement, and quality

KEY COMPETENCIES

P&L Management
Strategic planning
Client relationships

Financial reporting
Negotiations
Business development

Team leadership
Communication
Operations management

PROFESSIONAL EXPERIENCE

COMPANY - IENERGIZER IT SERVICES PVT. LTD.

MAY 2023- Present

JOB ROLE: ASSISTANT EXECUTIVE CUSTOMER SERVICE

Specialized in utilizing the MakeMyTrip and Goibibo platform for booking domestic and international flights, providing comprehensive assistance to customers throughout the booking process. Consistently met or exceeded performance metrics related to customer satisfaction and booking accuracy.

SPECIALIZED AIR TICKETING

- Responsible for managing ticketing inquiries and issues related to flight bookings using GDS and multiple software.
- Specialized in hanging various cancellation scenarios and managing refund claims according to airline fare rules and regulations. Handling situations such as partial cancellations, full refunds, DGCA regulations compliance, void or no-show refunds, and dealing with non-refundable bookings requires attention to detail and a thorough understanding of policies and procedures.
- Additionally, managing urgent cancellations, medical cancellations, special claims, and navigating processes like form contracting GGC, reopening queries, raising RA (Refund Authority), handling tech validations, reporting, and day-end closure adds another layer of responsibility to your role
- Proficient in processing date changes, ticketing, and ensuring compliance with DGCA and VOID regulations regarding flight cancellations. Verify passenger details to ensure accurate processing of cancellation and refund Requests.
- Provide exceptional customer service and support to resolve any issues or concerns promptly.

COMPANY - NEXACAST

JUNE 2019 - APIRL 2023

Key Result Areas:

BACK-END (NEXACAST)

Menu planning

- Sale menu planning can consider what items are on sale and plan around those items. This can run into the market to get more growth to increase automation of sale packs

Product driven

- The final stage of product development is to test the product to ensure that it meets all safety and quality standards and is Acquainted with the operating business model of insurance. Insightful knowledge of business process analysis and design, proceed

FRONT- HAND

- Rationalization, cost control, capacity planning, performance measurement, and quality
- Map business requirements and translating these requirements into functional specifications.
- Assist business partners in defining business strategy & supporting operational processes.

TELESALE AND MARKETING

LOAN DEPARTMENT [COMPANY - LOAN MAART PVT. LTD.

Tele sale in Business loan, car loan, Personal loan, home loan

JAN 2019 - JUNE 2019

EDUCATION

Bachelor of Business Administration (specialization in finance)

Institution: Jain University, Bangalore

Year of Graduation: 2023 it's been pursuing

Diploma in mechanical engineering

Institution: Arunachal University

Year of completed: 2021 / CGPA - 81.1

Secondary school education

Institution: Sarvodaya Bal Vidyalaya, Uttam Nagar, New Delhi

Year of completed: 2017 / CGPA - 6.4



Licenses & certifications



Businesses intelligence and analytics

ITRONIX SOLUTION

Issued Nov 2022

Credential ID #00110292

Show credential

Skills: Agile Methodologies · Business Analysis · Agile & Waterfall Methodologies



Jira project management

Great Learning

Issued Nov 2022

Credential ID 67214

Show credential



Accounting Fundamentals

Corporate Finance Institute® (CFI)

Issued Sep 2022

Credential ID 58994446

Show credential



Analyzing Growth Drivers & Business Risks

Corporate Finance Institute® (CFI)

Issued Sep 2022

