

Gauri Ravi Walanju

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Career Objective:

To contribute to the local tourism industry, build a strong career in the travel industry and become a part of the largest team of the travel.

Experience:

❖ Organization Name : Riya The Travel Expert - Riya Connect (02 Jan 2016 - Till date)

Designation: Travel consultant - Operations

Roles & Responsibilities:

- International & Domestic Ticketing (LCC/FSC)
- Handle Inbound & outbound calls of the customers as well as Riya branches.
- provides a list of suggestions that the clients can choose from.
- Scheduled bookings and made follow-up.
- Modification of International & Domestic Tickets (Reissuance)
- Cancellation of International & Domestic Tickets.
- Partial Reissuance & Part Refunds.
- Special Service Request – Meal, Seat, Wheelchair etc.
- Processing Refunds of International and domestic tickets.
- B2B/ B2C.

★Promoted to Quality check / analyst

Roles & Responsibilities ("QC" Quality Check):

- Check Domestic & International Cancellations.
- Check Ticketing & SSR Addition by staff.
- Check calls on Service Provides to Agent & Customer by staff.
- Provides information regarding new updates - Such as Airline Policies, New fare rules.
- weekly Briefing regarding common mistakes and improvement.
- Works on ADM's Maintain Staff & Technical "ERROR" amount and prepared Error cases.
- Maintain Daily Account Sheets/Error sheets/Weekly reports etc.
- To check branches (Riya's Branches) mails/cancellation/SSR/ADM's
- Report to the Manager.

- **CRS - Amadeus (cancellations/reissue/issuance)**
- **Saber (cancellations/checking the cancellation penalty and fare rules/process refunds)**

★ **Internal transfer to the Groups Department.**

Roles & Responsibilities

- Check the group fares through different airlines and issue the groups as per agent requirements.
- Modification of issued groups.
- Cancellations of issued groups.
- Maintaining self sale data and reporting to the Manager.

★ **Added experience:**

- Railways (DSC installation/issuance/cancellation)

❖ **Organization Name: A K Tours and Travels Domestic (Jan 2014 - Aug 2015)**

Designation: Reservation Executive - Air

Roles & Responsibilities:

- Domestic FSC Ticketing
 - LCC booking directly through airline websites (Go air/Indigo/Spice Jet/Air India express)
 - Issue Groups (Go air/Indigo/Spice Jet)
 - Worked as an implant (Axis/HDFC/Macleod -Pharma Company)
 - Processing cancellations, refunds and reissue.
 - JP miles bookings as well as up-gradation.
 - Maintaining daily data and reporting to the Manager.
- **CRS – Amadeus**

❖ **Organization Name : Adventure Education Tours & Travels (May 2013 - Nov 2013)**

Designation: Reservation Executive - Field Trip Department

Roles & Responsibilities:

- Preparing the letterheads approved by school and College and books the tour places.
- Plan and coordinate field trips that have an educational, recreational, service, community, Athletic or creative purpose.
- Recruits Field Trip leader for each trip.
- Maintaining daily reports and submitting to the Manager.

❖ **Organization Name: Alpha Travels (Jun 2011 - Dec 2011)**

Designation: Front desk Executive as a trainee

Roles & Responsibilities:

- Air ticketing through Riya Portal, Train, Bus Reservation.
- Car Rental
- Maintaining daily sales report and report to the Manager.

Academic Qualification:

Exam	Year of passing	Board	Board	Board
S.S.C	2009	Maharashtra Board	St. Gonsalo Garcia High School	A
H.S.C.	2013	Maharashtra Board	R.M.Bhatt Jr. College	B
Diploma in Travel & Tourism Management	2013	Maharashtra Board	Government polytechnic, Thane	A

Skills:

- Goal-driven and passionate about work
- Problem solving
- Decision making
- Team building
- Great interpersonal and communication skills.
- Proficiency in Microsoft Word, Excel, and PowerPoint

Certificates:

- Got Appreciation Certificates by Riya

Personal Details:

- Date of Birth: 19/09/1993
- Marital Status: Single
- Nationality: Indian
- Gender: Female
- Language: English Hindi Marathi

Hobbies:

- learning new things
- Traveling
- Listening to Music

Place: Mumbai

Date:

yours faithfully,
Gauri Ravi Walanju