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|  |  | MR Amey L.dhalwalkar  **Reservation and Ticketing** |
| **CAREER OBJECTIVE**  To be associated with an organization where I can put my talents, knowledge, skills & experience to the finest, for achieving excellence in the field of logistics consequently ensuring the growth of the organization optimally Contact PHONE:  +91-9619180273  **Email**  [dhalwalkaramey@gmail.com](file:///C:\Users\Hemant\Downloads\dhalwalkaramey@gmail.com) Hobbies Ridding  Driving  Listening Music  **ADDRESS**  5/503,Sunshine Elegance, Building No.5, Near Balaji Nagar,New Thakurli 90 Ft Road, Near Chamunda Garden ,Thakurli (East) Dist. :Thane-421 201 **Passport Details**  Passport No. :- P2026118  Place of Issue :-THANE Date of Issue :- 10/06/2016  Date of Expiry :- 09/06/2026  **GDS Knowledge** Galileo Amadeus Basic Pnr Creation  **PERSONAL DETAILS**  Name: - Mr. Amey Laxman Dhalwalkar Date of Birth: - December 18, 1983 Nationality:-Indian. MaritalStatus:-Married. Languages Known: - English, Hindi & Marathi. |  | EDUCATION[B.Com from K.J .Somaiya College of Arts and Commerce Mumbai University] [June 2003] – [March 2004] [H.S.C. from Tilaknagar Junior College Maharashtra State Board] [June 1999] – [Feb 2001] [S.S.C. R.V.Nerurkar High School Maharashtra State Board] [June 1998]-[March 1999] WORK EXPERIENCE[Riya Holidays] [Senior Travel Consultant] [25 NOV 2019] –[07 APR 2020]  **Job Known :**   * Working on Group and FIT Ticketing. * Giving maximum best group fare to corporate and definite the group. * Co-ordinate with airlines and blocking the seats. And issue ticket as per time limit. * Issuing Group Ticket as well as LOW Cost carrier on web and FIT tickets. * Checking fare rules for Reissue ticket and reissue the ticket as per passenger requirement. * Actioning EMD for paying some airlines group deposit. * Actioning refunds on BSP links. * Maintaining team work to complete the given job accurately in given time as per the set standards, * Having Reservation Knowledge.  [Cox and Kings LTD. Travel agency] [Senior Executive OBT Airlines] [ 22 FEB 2016]-[31 OCT 2019]  **Job Known :**   * Working on Group and FIT Ticketing. * Giving maximum best group fare to corporate and definite the group. * Co-ordinate with airlines and blocking the seats. And issue ticket as per time limit. * Issuing Group Ticket as well as LOW Cost carrier on web and FIT tickets. * Checking fare rules for Reissue ticket and reissue the ticket as per passenger requirement. * Actioning EMD for paying some airlines group deposit. * Actioning refunds on BSP links. * Maintaining team work to complete the given job accurately in given time as per the set standards, * Having Reservation Knowledge.    [ATPI GTS E Services PVT.LTD] [Travel Consultant] [01 AUG 2011]–[19 FEB 2016]  **Job Known :**   * Issuing Fresh issue as per Client Approval Mail. * Issuing various kind of Ticket Such as Corporate, Publish, Marine, and Route Deal. * Checking fare rules for Reissue ticket and reissue the ticket as per passenger requirement. * Actioning Excess Baggage and issuing EMDs for the same. * Maintaining team work to complete the given job accurately in given time as per the set standards, doing quality check for the team. * Having Reservation Knowledge.    [WNS Global Services Pvt. Ltd] [Senior Customer Service Associate] [27 NOV 2008]–[01 AUG 2011]  **Job Known :**   * Issuing Reissue Tickets as per Passenger & Travel Agent advice. * Actioning Excess Baggage and issuing EMDs / MPDs for the same. * Actioning Exit Seat / Extra Legroom Seats and processing refunds if any for the same. Actioning Global Work locators and issuing tickets for the same. * Actioning Flying Club locators & working on Schedule Change flights itinerary. * Handling Manual & Pending queues with respect to locators of Staff travel, Car Hire Bookings, Flying Club member’s bookings, Lagos & Accra flights, etc. * Maintaining various reports and assisting the team to complete the given job accurately in given time as per the set standards, doing quality check for the team. * Handling client queries and giving solutions to their satisfaction.   **Achievements :**   * Received award for Star of the Month for being the best performer of month June 2009. * Received award for Star of the Month for being the best performer of month July 2009. * Received award for Star of the Month for being the best performer of month May 2010.   [Kale Consultants Ltd] [Dept. British Midland Airlines (BMI)] [Customer Service Associate] [26 MAR 2007]–[28 SEP 2008]  **Job Known :**   * Checking Ticket Sales Reports with Tickets submitted by GSA, Agents, Central Booking Office. * Checking Amadeus for Fare, Taxes and Other related information of Passenger and PNR. * Assisting seniors and accounts team to complete the given job accurately in given time as per the set standards. * To quality check the Teamwork and generate weekly revenue reports. * Handling Clint queries and giving solutions to their satisfaction.     **Achievements :**   * Received award for exceptional performance towards the success of the BMI Revenue Accounting project. * Received award for Rising Star Award for being the best performer of month May2008.   **SKILLS** |

* Active Listening.
* Customer Service.
* Problem-Solving.
* Leadership.
* Decision Making.
* Adaptability.
* Time Management.

**Place:** MUMBAI **Signature  
  
  
 Amey L. Dhalwalkar**