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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 optimallyContactPHONE:+91-9619180273**Email**[dhalwalkaramey@gmail.com](file:///C%3A%5CUsers%5CHemant%5CDownloads%5Cdhalwalkaramey%40gmail.com)Hobbies RiddingDrivingListening Music**ADDRESS**5/503,Sunshine Elegance, Building No.5, Near Balaji Nagar,New Thakurli90 Ft Road, Near Chamunda Garden ,Thakurli (East) Dist. :Thane-421 201**Passport Details** Passport No. :- P2026118Place of Issue :-THANEDate of Issue :- 10/06/2016Date of Expiry :- 09/06/2026**GDS Knowledge** GalileoAmadeus 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**