



Pallavi Sudhakar Dake

Building No.E-8,Room No.3:2, Suprabhat Society, Sector-15, Airoli, Navi Mumbai – 400708
8097555394 | pallavidake15@gmail.com

Objective

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

Experience

- **WNS Global services Pvt. Ltd.** 07 Dec 2015 - 03 Feb 2017
Commission Audit.
WNS Global services Pvt. Ltd. in Tesco and Travelocity (Expedia F&A) as Commission Audit. Collecting commission. Audit of ticket as per journey and match with ACW condition.
- **Agate Business Services** 03 Mar 2017 - 10 Aug 2017
Customer care executive
Agate Business Services Pvt. Ltd. in Clear trip as Co-operated. as Corporate sales executive. Developing relationships with key decision-makers in target associations for new income openings. Support, create and close leads that eventually bring about income. Communicate the brand vision and value to ensure the highest rate of conversion and closing of leads. Booking flight, hotel, car, travel insurance of customers (business tour) as per there want. Offering Best option with less cost consumer. Make their trip more easy and enjoyable.
- **Sutherland global services** 04 Sep 2017 - 11 Sep 2018
Senior Consultant in Air India
Sutherland global services in Air India as Senior Consultant in accounting management. We be responsible for International and domestic reservation and issuing of air tickets, Liason with airlines and suppliers regarding fares and seats. Dealing with agents and travellers and assisting them in their reservation process through inbound calls. Achieving set targets of revenue and clients. Own the outbound sales process: outbound lead qualification, prospecting, pipeline building and opportunity identification. Analysing latest marketing trends and tracking competitor's activities and providing valuable inputs for fine-tuning sales & marketing strategies.
- **Air India** 24 Dec 2019 - Till date
Customer agent
Air India ltd. as Senior Consultant in International airport in Mumbai. We are responsible to Ground handling of flight at airport in India. Developing relationships with key decision-makers in target organizations for new revenue opportunities. Communicate the brand vision and value to ensure the highest rate of conversion and closing of leads.

Education

- **J.V.M Mehta Degree College** 2015
Bachelor in accounting and finance
60
- **Madurai Kamaraj University** 2020
M.B.A. in Finance
60
- **Madurai Kamaraj University** 2020
M.Sc in tourism and hospitality management
60

Skills

- Team build
- Decision making
- Problem solving
- Customer relationship

Achievements & Awards

- The Fundamentals of Digital Marketing from Google Digital Unlocked

Language

- French
- English
- Hindi
- Marathi

Personal Details

- Date of Birth : 08 May 1993
- Marital Status : Single
- Nationality : India