

# **Shilpi Sushma**

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Bangalore-560100

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## **RESUME OBJECTIVE**

6+ years of experience in Sales, Costing, MIS Reporting, Domestic Tours, Visa Processing, Handling Calls and Flight Booking. Looking to leverage my knowledge and experience in Accounting field.

## **AREAS OF EXCELLENCE**

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|-----------------|--------------------|-----------------|
| • MIS Reporting | Administration     | Flight Booking  |
| • Sales         | Preparing Vouchers | Domestic Tours  |
| • Costing       | Handling Calls     | Visa Processing |

## **PROFESSIONAL EXPERIENCE**

### **Indian Railways Catering & Tourism Corporation Ltd**

Tourism & Administrative Executive (03.12.2007 - 31.03.2013)

### **Key Responsibility Areas:**

- Preparing MIS for sale of packages
- Handling Domestic Tour packages
- Handling Calls
- Preparing itineraries and Costing

- Handling Visa processing
- Booking packages for the customers
- Flight Booking through CRM(Amadeus)
- Handling complaints and feedback
- Escorted School Groups.

### **Sai Holidays Pvt Ltd**

Executive Tours (01.03.2007 - 30.11.2007)

#### **Key Responsibility Areas:**

- Preparing MIS for sale of packages
- Handling Domestic Tour packages
- Handling Calls, making hotel and flight booking
- Preparing vouchers
- Co-ordinating with hotels
- Preparing itineraries & costing

#### **TECHNICAL SKILLS & CERTIFICATIONS:**

- **Application Software: MS Office, MS Excel ((V-lookUp, Pivot Table, H-lookUp, MIS Reporting), MS PowerPoint.**
- **Online Certification in Bookkeeping & Petty Cash,2020**
- **Online Certification in Diploma in QuickBooks, 2020**

#### **Academic Credentials:**

- **Masters in Tourism Management From IGNOU, New Delhi, June 2012**
  - **CRS(Amadeus) Certificate Course From IITC, New Delhi, April 2007**
  - **Diploma in Travel & Tourism From Bhartiya Vidya Bhawan, New Delhi , Jan 2007**
  - **Diploma in Computer Application From Techno Hut Computer Education, Sindri, March 2005**
  - **B.A Psychology (Hons) with one of the subject as Economics & one of the paper as Statistics From Vinoba Bhave University, Hazaribagh, Aug 2004**
  - **B. Com From IGNOU,2004  
(Completed 86 Credits)**
  - **XII(Commerce) From SVM, CBSE in 2000-2001**
  - **X From Model English High School, CBSE in 1998-1999**
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### **PERSONAL DETAILS**

Name : Shilpi Sushma  
Date of Birth : 18-March-1983  
Sex : Female  
Marital Status : Married

**Yours sincerely**

**Place: Bangalore**

**Shilpi Sushma.**