

ALKA SAITAWADEKAR

OBJECTIVE

Strive to exceed customer & employer expectations by delivering second-to-none service.

Maintain customer centricity in all initiatives and interactions, always putting the customer first.

KEY KNOWLEDGE, SKILLS & EXPERTISE

- Logical and methodical problem solving.
- Sound experience with critical decision making.
- Complaint handling.
- Excellent communication and interpersonal skills.
- Man management.
- Inventory control skills.
- Sound knowledge Amadeus & Saber Check in System & Reservations.
- Fully IT literate – all Microsoft Office applications.

EXPERIENCE

Senior Immigration Councilor VizInfinity (Visas +Overseas consulting Services)

2019 JUN TILL DATE

- Prospecting for new customers through existing leads and cold calling and maximizing lead generation
- Set appointments, listen to customer needs and sell most appropriate Visas
- Researches and understands prospects before making the call
- Expansion of internal and external relationships, and drive sales results
- Keep up-to-date on products and competition
- This is a front-line Sales position in the Immigration councillor's Sales team, and is responsible for driving business, achieving monthly sales targets and acquiring new customers through consultative selling of our visa products via leads, generated by the system.

Agent Advisor in Max life Insurance from May as a Freelancer

Responsibilities

- Meeting the clients and advising them about the policies as per their needs
- Keeping a good relation with them to maintain a healthy professional relation.
- Advising more and more new policies to the client for the growth of the company.
- Maintaining the details and sending the updates to the manager's daily sales report.
- Advice good policies to the customers to plan their finance and children's marriage, education.
- Achieve the targets of the company to achieve the goal.

Team Leader Flight Controller, BWFS, Mumbai

2016 – 2019

Responsibilities

- Flight handling & editing as required.
- Overlooking Boarding, Departure & Arrivals for smooth operations.
- New staff training.
- Solving issues about flight, tickets, baggage, crew, etc.
- Assisting & attending VIP & VVIPs.

Supervisor, Cambata Aviation, Mumbai 2013 – 2016

Responsibilities

- Handled number of airlines (Cathay Pacific, Kenya Airways, Oman Airways, Singapore airways, Lufthansa, Malaysia Airlines).
- Handling delayed flights.
- Solving issues involving lost baggage, tickets, meals, etc.
- Overlooking Boarding, Departure & Arrivals for smooth operations.
- Training of new staff.
- Counter closure & announcements.
- Clearing flight crew through customs & immigration.
- Assisting & attending UMNR, VIP & VVIPs.

Assistant Supervisor, Cambata Aviation, Mumbai

2007 – 2013

Responsibilities

- Providing face to face, telephonic & online customer support as required.
- Making boarding announcements.
- Handling the VIP lounge.
- Passenger check-in.
- Improvising to reduce time and to maintain flight schedule.

In-Plant Training

Responsibilities

- Providing face to face, telephonic & online customer support as required.
- Handling check-ins counter.
- Providing assistance to passengers.

Telecaller in Citi Bank

2005

Responsibilities

- Providing telephonic support to the customer's.
- Handling their forms and checking the given documents.

VERIFICATION OFFICER. ICICI BANK 2006

Responsibilities

- Verifying Demat account forms with the customers.
- Providing telephonic support to the customer's and solving their issues.
- Keeping all the records updated in the system and sending updated monthly reports to the manager.

Achievements

- My achievement is my career growth and the current position of team leader(Flight Controller).
- I was the back bone of my team and of the respective airline.
- Got an appreciation letter from the respective airline and the area manager of the airline.

EDUCATION & QUALIFICATIONS

- Customer Service Assistant & Cabin Crew Course – Sky Carrier Academy (2005 – 2006)
- Bachelor of Arts – Mumbai University, India (2001 – 2005)
- HSC – Maharashtra Board (2001)
- SSC – Maharashtra Board (1999)
- MS-CIT. MS OFFICE. AND Diploma in information technology
- Typing 30 words per min.
- Appearing for MBA from Welinkar Institute.

HOBBIES AND INTERESTS

- Active participant in most sporting & cultural events including badminton, throw ball, basketball, plays & musicals etc.
- Chief counselor in Psychology department.
- Trained actor with a number of performances in regional theatre. Performed in an advertisement for government awareness campaign. Also played a cameo in yet to be released Marathi film.

PERSONAL DETAIL

Date of Birth: - 10th July 1983

Height: - 173cm (5.7 ft)

Languages Known: - English, Hindi & Marathi

Vision: - C

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7620084378

Weight: - 64 kgs

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