

CURRICULUM VITAE

BELWIN MATHEW



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PROFESSIONAL SUMMARY

Engaging and patient customer service professional with 6+ year of experience responding to all types of customer inquiries. Dedicated to high levels of customer satisfaction and meeting sales needs. Developed and maintained outstanding relationships with clients and exceeded their expectations for customer service while securing their travel arrangements.

STRENGTHS

- Communication & Interpersonal Skill
- Problem Solving
- Outgoing and friendly personality
- Ability to work for long hours
- Client Relationship-Management Skills
- Sales Expertise

EDUCATION

SSC (10 th)	2007	Maharashtra Board , Don Bosco High School
HSC(12 th)	2009	Maharashtra Board , Model College
Bsc IT	2013	Indian Institute of Management and Planning (IIMP), Nagpur
Diploma	2015	Level 5 Aviation Hospitality Travel Management , Frankfinn Institute

WORK HISTORY			
YEAR	COMPANY	POSITION	RESPONSIBILITIES
SEPTEMBER 2010- SEPTEMBER 2013	INFACT EDUCATIONAL CONSULTANCY	Educational consultant	Conducted in-person interviews/appointments. Initiating phone conversations with parents/students for higher education
MAY 2015- MAY2016	WNS Global Services	Associate - Ops	Issued and refunded tickets using reservation system Issued travel and hotel vouchers for passengers on overbooked and cancelled flights
JULY 2016- MAY 2017	Riya Travel and Tours (I) PVT Limited	Junior Travel Consultant	Created ticket bookings, planned itinerary (domestic) , and hotel reservations for corporate desk at Lupin Pharma Developed and implemented promotional strategies to boost package sales
MARCH 2018- AUGUST2019	Atlas Tours and Travels	Senior Travel Consultant	Created ticket bookings, planned itinerary (international), and hotel reservations. Audited reservations on daily basis Made 60-100 calls per day for problem resolving and sales.

CERTIFICATION AND AWARD:

Performer of the month for May 2019 –Audit.
Certified Switzerland Travel Expert by Switzerland Tourism

Hobbies and Interests:

- ✓ Travelling
- ✓ Listening to music
- ✓ Cooking

PERSONAL DETAILS	
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NATIONALITY : Indian
DATE OF BIRTH : 08/02/1991
MARITAL STATUS : Single
LANGUAGES : English , Hindi , Marathi , Malayalam .
PASSPORT NO. : P9277442
DATE OF EXPIRY : 20/03/2027

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge.

DATE: