

Ronald Fernandes

Contact

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Additional Information

D.O.B: 20-June-1991

Gender: Male

Nationality: Indian

Marital Status: Single

Driving license: U.A.E

Visa Status: Tourist visa

Skills

Customer Service

Client Relationship

Sales

Tailor-made holidays and Travel Arrangements

Critical Thinking

Attention to Details

Schedule Management

Data Collection & analysis

Software

Sabre Interact

Avaya (WFO scheduling & Soft phone)

Guest miles portal (Comarch)

Salesforce CRM

Microsoft Office

Languages

English

Hindi

Urdu

Profile Summary:

I am a highly qualified Customer Success Representative bringing in 8 years of rich expertise in the travel industry and customer experience. Over the years, I've had a great privilege to have worked with the two of the most primed carriers in the UAE; Emirates Airlines and Etihad Airways – delivering the promises these organisations make to their customers in the most passionate way and with dedication.

Projects handled:

- ✓ **Subject Matter Expert** – Assisted new joiners during their on-the job training
- ✓ Acts as level 2 support for any escalations
- ✓ Facilitated successful team transition from one vendor to another by ensuring operational support is not impacted

Work History

2019-04 -
2020-08

Travel Consultant

Emirates Holidays, Emirates Group, Dubai, U.A.E

- Servicing inbound calls to help determine clients' needs and suggesting suitable travel packages in a 24*7 work environment.
- Provided information on destination and product to all customers to ensure that it meets their travel requirements.
- Offered products and services that are contracted by Emirates Holidays.
- Increased sales/consultation opportunity to cross sell/upsell any relevant auxiliary product to maximize revenue.
- Drive additional ancillary revenue through sale of tours, excursions and activities showcasing everything Dubai has to offer.
- Inform customers about mandatory requirements covering their journey such as passport, visa, health and insurance requirements as well as other details such as check-in place and time.
- Follow up with all clients with existing quotations to close a sale.
- Handled client queries, complaints and holiday quotation requests received by emails on Salesforce CRM.
- Ensure that all forms of contact are handled quickly and with a friendly 'can-do' attitude, whilst achieving and exceeding service and sales performance targets against key performance indicators.

2016-03 -
2019-03

Contact Centre Agent

Etihad Airways, Abu Dhabi, U.A.E

- Performed wide range of services (e.g. issuing new bookings, general queries and amendments to current reservations) to ensure high quality of services are delivered to all guests in a 24*7 work pattern.
- Manage workflow and processes in accordance with SLA
- Manage flight reservations using Sabre Interact
- Actively involved in assisting team leaders for escalation cases and have been recognised as a subject matter expert for floor support based on operational requirements.

- Assisted flight disruption team in making outbound calls to advise guests about changes in their flight schedules.
- Part of the Etihad Airways contact centre transition team to dnata as a subject matter expert for new joiners.

2014-05 -
2016-01

Trade Support Executive

Etihad Airways, Mumbai, India

- Part of the Travel and Trade team at Etihad Airways' Mumbai city office.
- Managed flight reservations using Sabre Interact
- Handled calls from travel agencies and assisted with pricing and ticketing queries
- Resolved escalations received from travel agencies
- Respond to queries and issues raised by airline trade partners
- Produce daily and monthly reports of travel agency enrolment into the Airline frequent flier programme.
- Responsible for plotting employee schedules based on business requirement.
- Actively involved with the Country Marketing team in creating electronic direct mails with the latest flight promotions and updates.

2012-07 -
2014-03

Customer Service Representative

Airline Service Center Private Limited, Mumbai, India

- Worked in a 24*7 work environment by being the first point of contact for customers and clients, and providing them with the highest service standards to ensure the company has a good reputation and good feedback is received
- Managed workflow and processes in accordance with SLA
- Managed flight reservations using Sabre Interact
- Respond to queries promptly and in a friendly manner
- Helped in creating new reservations and amendment of reservations
- Assisted queries about the Etihad Guest Frequent Flyer Programme
- Seconded to Quality team and monitored inbound calls made by staff to provide constructive feedback.
- Compiled and distributed weekly feedback to team leaders to improve service time and quality while increasing productivity.

Education

2007-06 -
2009-02

High School Diploma

University Of Mumbai - Mumbai, India