

CURRICULUM VITAE

Yamini Sanjay Chachad

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OBJECTIVE

- *To prove my Worth with the help of my knowledge backed by my talent and creativity in the field of Hospitality & Tourism. Having gained sufficient exposure in both the field of Hospitality during my tenure at one of the prestigious Hotels in Mumbai – India Hotel Marine Plaza along with the exposure to Customer Service at Emirates Skywards and later with Emirates Global Contact Centre gives me an added advantage as compared to others. My passion and obsession for achieving that bit of extra at every stage of life, at every professional forefront, keeps me motivated; which helps me to remain ahead in the race of my competitors.*

SYNOPSIS

- *Excellent communication and inter personal skills backed by liaison and problem solving skills with the ability to work in multi-cultural environment.*
- *Written & Verbal Communication on par with Industrial standards*
- *Fluent in English, Hindi, Marathi languages with knowledge and understanding of Foreign languages which include Basic Arabic & German*

WORK EXPERIENCE:

Organization : Emirates Airlines, Dubai.
Position : Senior Customer Service Representative
Duration : Dec 2009-Oct 2020
Responsibilities : Handling global markets for Emirates in regard for Ticketing and Reservations.
To provide the highest level of service assist customers with managing their travel plans and assist with travel documents.
Also, been part of Email Handling/ Social Media Team from March 2012 till March 2015 and assisted customers with queries sent through web form on the website.
Letter of Appreciation from frequent flyers.

Organization : Sharjah Aviation Services
Sharjah International Airport
Position : Customer Service Agent/Counter Staff
Duration : July 2009-Dec 2009
Responsibilities : Assisted passengers with Check-in/Boarding for Air Arabia, Jet Airways, Indian Airlines and Air India Express.

Organization : Emirates Airlines, Dubai.
Skywards Service Centre
Position : Customer Service Agent
Duration : August 2007-Feb 2009
Responsibilities : Handling inbound calls from members, reservations for Emirates Airlines and partner airlines reward tickets. Letter of Appreciation from Skywards Members.

Organization : Dreamline Travels, Dubai.
Position : Ticketing Staff
Duration : October 2006 – August 2007
Responsibilities : Arrange Tours and Desert Safari, City Tours for Tourists, Issue Tickets for Corporate Clients.

Organization : Hotel Marine Plaza, Mumbai.
Position : F&B Hostess
Duration : December 2004 - August 2005
Responsibilities : Responsible for handling the Daily cash of the Outlet, Maintain Daily Sales Report, Preparing Duty Roaster of Staff (Monthly Basis).

ACADEMIC QUALIFICATIONS:

- Passed H.S.C. in Feb 2004, Model College of Commerce, Dombivali, Mumbai
- Passed S.S.C. in March 2002, St.Charles High School, Santacruz, Mumbai

PROFESSIONAL QUALIFICATIONS:

Diploma in Aviation & Hospitality Management from Air Hostess Academy, Mumbai.

ADDITIONAL SKILLS:

- Leadership Qualities
- Positive Approach
- Great Attention to Detail
- Positive Approach
- Efficient

PERSONAL DETAILS:

Name : Yamini Sanjay Chachad
Address : P.O.Box: 686, Dubai, U.A.E.
Tel No. : +971585811986
E-mail Id. : yami86911@gmail.com
Date of Birth : 11th September 1986
Place of Birth : Abu Dhabi, U.A.E.
Sex : Female
Nationality : Indian
Passport No. : N 2998632
Date of Issue : 10.01.2016
Date of Expiry : 09.01.2026
Driving License : Valid U.A.E Driving Permit

HOBBIES

- *Listening to Music, Surfing Internet, Interacting with People*
- *Networking with People, Travelling, Photography.*
- *Learning new Languages (i.e. Basic German & Basic Arabic).*

REFERENCES

- References are available on request.