

JISHA PILLAI



CONTACT

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ADDRESS : Dubai, UAE

EDUCATION

IATA - UFTAA Foundation (Sep 2006)
B.Sc. Mathematics (Mar 2006)
High School Diploma (Mar 2003)

ADDITIONAL SKILLS

Time management
Attention to detail
Proactive
Focused
Proficient in GDS - Sabre and Galileo

LICENSES AND CERTIFICATIONS

Certificate in Travel and Tourism
Management
Certificate in Airline Ticketing and
Travel Management

CAREER OBJECTIVE

Focused professional with 12+ years of experience and a proven knowledge of customer service, operations management, and vendor and customer communications. Aiming to leverage my skills to successfully fill the role at your company.

PROFESSIONAL EXPERIENCE

Executive Co-Ordinator

ATE Group of Companies, Trivandrum / Feb 2021 - Jan 2022

- Coordinate arrangements, meetings and conferences
- Compile, proofread and revise drafts of documents and reports.
- Daily record keeping and filing of documents.
- Prepare reports, presentations and correspondence accurately and swiftly.
- Answer and screen telephone calls, and respond to emails, messages and other correspondence.
- Manage busy calendar, meeting coordination and travel arrangements.
- Ensure efficient and effective administrative information and assistance.

Business/Leisure Travel Consultant

Dnata, Dubai, Dubai / Nov 2008 – Jul 2019

- Converse with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Book transportation and hotel reservations, using computer terminal or telephone.
- Plan, describe, arrange, and sell itinerary tour packages and promotional travel incentives offered by various travel carriers.
- Provide customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations.

Senior Admin Assistant

Emirates, Dubai, Dubai / May 2007 – Nov 2008

- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Train other staff members to perform work activities, such as using computer applications.

REFERENCES

References available upon request