

Melissa Gonsalves

SR. TRAVEL CONSULTANT

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Al Karama, Dubai, 290



SKILLS

Exceptional Communication skills

Strong client relations

Quick learner

Good technical skills

Product knowledge

Strategic sales knowledge

Collaborative

Personable and approachable

Detail oriented

LANGUAGES

ABOUT ME

- Accomplished career demonstrating consistent success as a Travel Consultant.
- Effective communicator with excellent planning, organisational and negotiation strengths as well as the ability to lead, reach consensus, establish goals and attain results.
- Work well in collaborative team environment and can independently manage diverse objectives.
- Committed to fostering positive learning atmosphere with forward-thinking mentality.

WORK EXPERIENCE

SR. TRAVEL CONSULTANT

KANOO TRAVEL LLC / Dubai / May 2012 - Aug 2020

- Organize and schedule meetings and appointments, maintain contact lists, correspondence, memos, letters, faxes and forms. Assist in the preparation of regularly scheduled reports.
- Plan trips for group travel including domestic or international destinations, tours, accommodation, transportation, insurance and fares.
- Develop and maintain a filing system.
- Order office supplies.
- Provide general support to visitors.
- Advising clients about suitable travel options in accordance to their travel needs, wants and capabilities.
- Provide information by answering questions and requests.
- Research and creates reports.
- Prepare and monitor invoices.
- Carry out administrative duties such as filing, typing, copying, binding, scanning etc.
- Organize travel arrangements for senior managers.
- Write letters and emails on behalf of other office staff.
- Conducting team meetings and noting minutes of the meetings.
- Served as the main liaison between customers, management and sales team.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently

CORPORATE TRAVEL CONSULTANT

ANTA TOURS AND TRAVELS / Dubai / Apr 2008 - Apr 2012

- Supervisory experience in all areas of corporate travel including air travel, hotel reservations, e-ticketing and issuance of travel insurances.
- Handling client inquiries on phone or through emails and finding solutions to their complaints if any.

ENGLISH

HINDI

KONKANI

REFERENCE

Bhavin Mithani (Sr. Corporate Manager)

Kanoo Travel LLC

bhavin_mithani@yahoo.com

+971505501456

HOBBIES

Reading, Travelling, Swimming,
Listening To Music.

DRIVING LICENSE

Driving license category

Full

PERSONAL DETAILS

Date of birth

30/06/1973

Nationality

Indian

Visa status

Spouse Visa

Marital status

Married

- Issuing tickets, exchanges, refunds, EMDs and voids as per the airline contracts.

CORPORATE RESERVATION EXECUTIVE

THOMAS COOK (I) LTD / Mumbai / May 2002 - Mar 2008

- Consulted with businesses to supply accurate product and service information.
- Acting as a liaison between customers and airlines as airport personnel to provide timely information concerning flight schedules, close outs, standbys, connection and payments, ticket exchange and refunds.

CORPORATE RESERVATION AGENT

COLUMBUS TRAVELS / Mumbai / Jan 1997 - Apr 2002

- Responded to all customer enquiries thoroughly and professionally.
- Issuing invoices on accounts package (E- Travel).
- Built relationships with customers and the community to promote longterm business growth.

CORPORATE SALES AGENT

FOUR SEASONS TRAVELS / Mumbai / Nov 1996 - Jan 1997

- Effective liaison between customers and internal departments.
- Solved unresolved customer issues.
- Greeted customers in a timely manner, whilst quickly determining their needs.

COPORATE ASSISTANT

SRI BALAJI TRAVELS / Mumbai / Nov 1995 - Nov 1996

- Providing all the required information to the clients regarding travel routes, reservations, cheap travel schemes and services offered while travelling.
- Establishing, growing and maintaining corporate accounts.

EDUCATION

Bachelor of Arts

ST. ANDREWS COLLEGE / Mumbai / 1995

Majored in Economics

HIGHER SECONDARY CERTIFICATE

COSMOPOLITAN COLLEGE / Mumbai / 1992

SECONDARY SCHOOL CERTIFICATE

HOLY CROSS HIGH SCHOOL / Goa / 1990

COURSES

TRAVEL AND TOURISM

IITC / May 1995 - Jul 1995