

Melissa Gonsalves

SR. TRAVEL CONSULTANT

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Al Karama, Dubai, 290



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.

SKILLS

Exceptional Communication skills

Strong client relations

Quick learner

Good technical skills

Product knowledge

Strategic sales knowledge

Collaborative

Personable and approachable

Detail oriented

LANGUAGES

ENGLISH

HINDI

KONKANI

REFERENCE

Bhavin Mithani (Sr.
Corporate Manager)
Kanoo Travel LLC
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+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