

# Bharti Kumari



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📍 AL SATWA, DUBAI

🚩 INDIA

📞 Y6045585

📅 24th February 1995

🔒 MARRIED

## PROFILE

Customer Service Representative with over 2 years of experience in Back-end customer service, counseling, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the service representative role in your company.

## EDUCATION

**Bachelor Of Arts, MGSU**  
RAJASTHAN, INDIA

**SENIOR SECONDARY,  
BOARD OF SECONDARY**  
JODHPUR

## PROFESSIONAL EXPERIENCE

### SKY KING TRAVEL AND TOURISM LLC, TRAVEL AGENT

present | DUBAI, UAE

Responsibilities

- Plan and sell transportations, accommodations, insurance and other travel services
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodation
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers
- Book transportation, make hotel reservations and collect payment/fees
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Attend travel seminars to remain updated with tourism trends
- Enter data into our software and maintain client files
- Network with tour operators
- Maintain statistical and financial records
- Meet profit and sales targets

### SENSORIAL SCHOOL, Administrator

August 2018 – October 2022 | SRIGANAGANAGAR, INDIA

Responsibilities

- Handle data entry work and accounts
- Present weekly report to senior managers to evaluate any new type of issueduring the week
- Handle reports and emails
- Providing training to the candidates and the staff

### ABHYAS COMPUTER SIKSHAN SANSTHAN, Administrator

November 2017 – July 2018 | JODHPUR, INDIA

Responsibilities

- Answer and direct phone calls
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Submit and reconcile expense reports
- Provide information by answering questions and requests
- Handle multiple projects
- Develop administrative staff by providing information, educational opportunities, and experiential growth opportunities
- Ensure operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories, evaluating new equipment and techniques
- Conduct data entry
- Organize and schedule appointments and meetings
- Greet and assist visitors to the office

### WINNERS INDIA TRADELINK, CUSTOMER CARE EXECUTIVE

September 2016 – October 2017 | JODHPUR, INDIA

Responsibilities

- Handled customer queries concerning sales
- Handled queries from unsatisfied customers and provided the resolution to the best practices
- Remained courteous and calm, even during moments of customer dissatisfaction
- Provide product and service information to customers
- Maintain accurate records of customer interactions and transactions
- Participate in team meetings and contribute to process improvement initiatives

## **CHANDRA TRAVELS, TRAVEL AGENT**

April 2014 – July 2015 | JODHPUR, INDIA

### **Responsibilities**

- Handled customer reservations, cancelations, and Ticket updates
- Handled queries and provided solutions as per the best practice
- Planning and selling transportations, accommodations, insurance and other travel services
- Enter data into our software and maintain client files
- Deal with occurring travel problems, complaints or refunds
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Maintain statistical and financial records
- Meet profit and sales targets

## **CERTIFICATES**

- Certificate course on Basic Fundamentals of computer
- Certificate course on Tally

## **DECLARATION**

I do hereby declare that all the above-mentioned particulars are true to the best of my knowledge and belief.

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