

RINO MONACHEN

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KARAMA UAE

EXPERIENCE

11/2021 - 08/2023

TRAVEL COUNSULTANT

FLYCREATIVE ONLINE PVT.LTD KODUNGALLUR | KERALA

- Collaborated with clients to develop customized travel itineraries that met their unique needs and preferences.

09/2023 - I currently work here

TRAVEL COUNSULTANT

CITY MARK TOURS AND TRAVELS LLC | DUBAI KARAMA , UAE

- Developed travel itineraries for clients based on budgets and client needs.
- Handled travel arrangements for groups, couples, executives and special needs clients.
- Reserved tickets, booked accommodations and rental transportation to accommodate needs of customers.
- Researched new travel services and products to stay abreast with industry trends.
- Verified compliance with visa requirements before application submission to increase approval percentages.
- Filled out application forms utilising knowledge of visa rules and explaining extraordinary circumstances.

09/2023 - I currently work here

Car Rental Manager

CITY MARK CAR RENTALS LLC | DUBAI KARAMA, UAE

- Addressed customer complaints and product issues, referring to relevant departments for swift resolution.
- Prepared accurate Rental Agreement folders with all required documentation and information.
- Conducted sales presentations to potential clients, delivering clear, concise communications and addressing resulting queries.

EDUCATION

2021

SCHOOL OF AIRLINE AND TRAVEL MANAGEMENT (SATM) | KOCHI

Bachelor of Business Administration : AIRLINE AND AIRPORT MANAGEMENT

- [\[Degree\]](#) Graduate From BHARATHIYAR UNIVERSITY

2017

GOVERNMENT HIGHER SECONDARY SCHOOL EDAMURY | Pathanamthitta, KL

PLUS TWO: BIOLOGY SCIENCE

2015

S.C HIGHER SECONDARY SCHOOL RANNI | Pathanamthitta, KL

SSLC

LANGUAGES



PROFESSIONAL SUMMARY

- I have extensive experience with booking flights and processing ticket changes. I have been a Reservation Agent for the past two years, working in both domestic and international markets. I have developed an excellent understanding of airline policies and procedures when it comes to making reservations and managing ticket changes.
- I am experienced in using various online travel sites and gds systems to compare fares and find the most cost-effective options for my clients. Enthusiastic sales professional with background in cold calling and lead generation. Delivers impeccable product demonstrations and presentations. Achieves high conversion rates with tailored sales approach.

CORE QUALIFICATIONS

- CUSTOMER ASSISTANCE
- HARDWORKING
- ACTIVE LISTENING SKILL
- COMPUTER KNOWLEDGE

CERTIFICATIONS

- IATA IN TRAVEL AND TOURISM
- DIPLOMA IN AIRPORT MANAGEMENT
- GALILEO
- AMADEUS
- LOAD AND TRIM

Malayalam: First Language

English: C1
Advanced

Tamil: B1
Intermediate