



# Khushbu Tarachandani

## Customer Service

I seek a role that provides opportunities for learning and growth while allowing me to apply my skills for mutual benefit. With over 7 years of experience in customer service, I excel in conflict resolution, time management, and sales. I am dedicated to fostering customer satisfaction and loyalty, and I thrive in challenging environments as a personable, solution-oriented team player. I'm eager to contribute to a dynamic organization and collaborate with committed individuals to drive success and innovation.

## Contact

### Phone

+971559687079

### Email

khushitara88@yahoo.com

### Visa Status

Sponsored Visa

### Linkedin Link

[www.linkedin.com/in/khushbu-tarachandani](http://www.linkedin.com/in/khushbu-tarachandani)

## Education

08/2015

### Bcom Commerce

TJ Patel. Gujarat University ,Nadiad,  
Gujarat, India

01/2012

### HSCE, SSCE

ST Anne's high school

## SKILLS

- Problem Solving
- Excellent documentation and follow-up skills
- Communication skill
- MS Office
- Good team player

## Language

English

Hindi

Gujarati

## Experience

### Mar -Sep 2024

Phoenix One Tourism | Dubai, UAE

#### Customer Service Representative

- Sell transportation, lodging, and admission to entertainment activities to individuals and groups planning trips.
- Coordinating with operators and customers, taking care of every detail to create itineraries that suit the need.
- Advise clients about options for travel in accordance with stated objectives.
- Establish and maintain relationships with customers.

### 2016 Jan - Nov 2022

Rayna Tours & Travels | Dubai, UAE

#### Customer Service Representative Cum Travel Consultant

- Planning and arranging transfers, accommodations, insurance and other travel services
- Understanding client's requirements and Handling queries suggesting appropriate destination, modes of transfers, travel dates, visas, costs and Accommodation
- Providing appropriate brochures, publications and guidance to Travelers
- Managing client's feedback, complaints and refunds
- Stay updated with new trends in Tourism Hospitality and about the Current Market
- Meet sales targets and update marketing data and client files
- Cold calling all Guests, Keep track of their Stay and Introducing new tours
- Assisted in training new members of staff.
- Assisted customers with product-related questions, feedback and complaints.

### 2014- 2016

PM & Co. Private Ltd. | India,

#### Data entry & Ecommerce Executive

- Monitoring day-to-day activity on all websites
- Making sure Physical inventory matches Online inventory Executing Market Research to ensure product listing & pricing is competitive
- Managing customer-user experience to ensure an overall smooth transactions
- Providing full customer support for all sales inquiries Liaising with courier companies to ensure fastdeliveries
- Working closely with Social Media team to increase website traffic and sales
- Accounting data entry Into Tally ERP 9.

## Reference

Excellent references available on request.