



HRIDYA JOY

CUSTOMER SERVICE PROFESSIONAL

Experienced Customer service professional skilled in field operations, reservation management, and customer service. Adept in end-to-end travel arrangements, including visa processing, transportation reservations, and activity planning. Strong organization and prioritization skills, able to handle multiple tasks simultaneously. Exceptional interpersonal skills have allowed me to build positive relationships with clients and colleagues, contributing to a harmonious work environment.

KEY SKILLS

Team Work

Work Ethic

Tour coordination

Ticketing

Itinerary development

Time Management

Reservation management

Adaptability

Budget management

Visa processing

Tour execution

EMPLOYMENT CHRONICLE

RESERVATION CLERK | Dec 2021 - Present

GLOBAL DESERT SAFARI, AJMAN

KEY RESPONSIBILITIES

- Process accounts and incoming payments in compliance with financial policies and procedures.
- Perform day to day financial transactions, including verifying, posting and recording accounts receivables' data.
- Booking tickets, accommodation, rental transportation & organize entire travel.
- Collecting deposits Prepare bills, invoices and bank deposits.
- Creating and using promotional techniques & materials to sell itinerary tour packages.
- Verify discrepancies by and resolve clients' billing issues.
- Maintaining records/Mater list for LPO, invoice & payments.
- Fostering relationships with key Clients.
- Generate financial statements from master list.

FIELD OFFICER | July 2022 - Dec 2022

IVF FERTILITY CLINIC, EDAPPALLY, COCHIN, KERALA, INDIA

KEY RESPONSIBILITIES

- Interact with patients, coordinate infertility testing and treatment plans including IVF and IUI cycles, between patients and physicians.
- Transcribe and transmit prescriptions, process prior-authorizations.
- Collaborate with all staff, clinical and administrative, for optimal patient care.
- Perform additional duties as assigned.

CONTACT

+971 503239349

annhridya12@gmail.com

Al Qusais, Dubai

ACADEMIC CREDENTIALS

B. Com WITH CO-OPERATION

- MG University, Kerala, India

HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala, India

PROFESSIONAL QUALIFICATION

IATA/UFTAA FOUNDATION & EBT COURSE

- IATS, Adoor

ENTER THE WORLD OF AMADEUS

- Amadeus, Cochin

COMPUTER PROFICIENCY

MS Office ★★★★★

Tally 7.2 ★★★★★

DCOM. ★★★★★

Data Entry ★★★★★

LANGUAGES KNOWN

English 90 %

Malayalam 100 %

TRAINING

ROYAL OMANIA TOURS AND TRAVELS PVT.LTD.COCHIN, KERALA, INDIA | Feb 2012 – July 2012

PERSONAL DOSSIER

Gender : Female
Date of Birth : 12/04/1987
Nationality : Indian

INTERESTS


Songs


Art & Craft


Reading


Gardening

REFERENCE

- Available upon request

TRAVEL EXECUTIVE | Jun 2014 – Mar 2016
UROGULF TRAVEL SERVICES PRIVATE LTD.

KEY RESPONSIBILITIES

- Help with visa processing for customers.
- Manage customer inquiries and complaints via mail, email, and phone.
- Foster positive relationships with customers and clients.
- Book and confirm reservations, and issue tickets and vouchers.
- Provide travel advice and recommendations on travel regulations, visa requirements, and travel insurance.
- Process payments and manage client accounts.

RESERVATION EXECUTIVE | Aug 2012 – Dec 2013
NEW ALLIED TOURS AND TRAVELS, PANAMPILLY NAGAR, COCHIN, KERALA

KEY RESPONSIBILITIES

- Provide visa assistance to clients.
- Book and confirm flight tickets, train/Eurail tickets for clients.
- Foster positive relationships with customers and clients.
- Manage and update client accounts.
- Assist with other travel-related inquiries and arrangements as needed.

TRAVEL EXECUTIVE | Feb 2011 – Aug 2011
ZION TOURS AND TRAVELS, KAYAMKULAM, KERALA, INDIA

KEY RESPONSIBILITIES

- Assist clients in making travel arrangements.
- Research and recommend travel options based on clients' preferences, budget, and travel purpose.
- Book and confirm reservations.
- Process payments, manage client accounts, and provide travel advice on travel regulations, visa requirements, and travel insurance.

PASSPORT & VISA DETAILS

Passport Number : V5029536
Date of Expiry : 16/12/2031
Place of Issue : Cochin
Visa Status : Employment Visa

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

HRIDYA JOY