

Steven Joy

Commerce Graduate

If you're looking for a multitasking, detail-oriented person who can keep things running smoothly, I'm the perfect person for this job. My Previous experiences have prepared me for this role. My strong administrative skills and extensive professional experience mean that you can rely on me to tackle all of the responsibilities of this job effectively and efficiently



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WORK EXPERIENCE

Station Agent

Urban Hospitality Services

08/2022 - Present

Doha Qatar

80 thousand People Crowd Managed During Fifa World Cup 2022 & Earned Best station Award for Crowd Management

- Provide ticket sales, train services information and respond to passenger enquiries
- When dealing with customers of the Metro, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the SOPs
- Provide safe, reliable, convenient and comfortable metro journeys to the users of Qatar Metro Railway if and when necessary or as directed by the Station Masters
- Render all possible assistance to customers, in particular those with special accessibility needs
- Assuming the role of FMSS during serious accidents and incidents in stations when necessary. Able to operate and carry out station safety equipment

Customer Back-office Billing Agent

Sutherland Global Business Solutions

08/2021 - 08/2022

Mumbai India.

100 percent of KPI metric achieved & performer of the month

- Resolving customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills
- Referring unresolved customer grievances to designated departments for further investigation
- Processing customer refunds, account adjustments and resolves client discrepancies Answering customer questions regarding billing and statements.

Operations Executive

Thomson Tours And Travels

04/2019 - 03/2021

Mumbai India

10 % Sales Increased & implement new ways to design tour package at cost effective rates to customer

- Arranging for meet & assist, , transportation, restaurants, guiding and other related services, according to client itinerary
- Reply all inquires on time with high professionalism, well presented offers, full needed information and most competitive rates to materialize maximum business
- Coordinate with other departments, transportation and ground operation to make sure all services done accordingly to client's itinerary with accuracy and quality.
- Handle unforeseen problems and complaints and determine eligibility for money returns

EDUCATION

Bachelor of Commerce

St.Gonsalo Garcia College Of Commerce

07/2018 - 04/2022

Mumbai India

SKILLS

Customer needs recognition

Listening skills

Analytical skills

Interpersonal skills

Cash flow management

Financial management

ACHIEVEMENTS

Volunteer for College Fest & was Awarded for the management

Earned Second Place in Football in University Level Match

Performer of month for achieving KPI metric

PERSONAL PROJECTS

Worked On Role of E-Commerce in Reducing Operational Cost

Researched the Impact of globalisation on the Indian economy

CERTIFICATES

Certified for First Aid

Certified For Basic fire Fighting

ORGANIZATIONS

SIPM & Associates (01/2019 - 03/2019)

Accounts Assistants & Data Entry Operator

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Marathi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

INTERESTS

Football

Music

Travelling