

SHANU THUPPILIKAT



Airline Ticketing Agent who routinely exceeds passenger expectations in a consistently fast-paced environment while maintaining quality standards. Use my communication and interpersonal skill to bring more business opportunities. Skilled at securing passenger reservations, effectively handling an assortment of booking issues and specialize in customer relations. Gifted at developing custom-built travel itineraries, that exceeds expectations while still fitting into client's budgets.

QUALIFICATIONS

IATA-UFTAA Foundation in Travel and Tourism
December 2018, IATA, Canada

IATA -FIATA Air Cargo Introductory
December 2018, IATA, Canada

Galileo GDS
January 2019, Travelport, UK

Amadeus GDS
April 2019, Amadeus IT Group, Spain

CONTACT

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Rigga, Sharjah, UAE

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LANGUAGES

English

Hindi

Malayalam

EDUCATION

Diploma In IATA Air Cargo Introductory 2018 - 2018

Higher Secondary Education, State Board of Higher Secondary Education, Kerala, India 2014 - 2016

Secondary School Leaving Certification, Central Board of Secondary Education 2015 - 2014

ADDITIONAL SKILLS

- Holder of UAE driving license
- Capable of working multiple shifts including evenings and weekends
- Ability to speak English, Hindi, Tamil and Malayalam.
- Proficient in common airline booking software (GDS)
- Excellent interpersonal and communication skills.
- Good communications and problem-solving skills
- Helping mentality.
- Microsoft Office: Word, PowerPoint, Excel

WORK EXPERIENCE

- Currently working as sales representative in a medical company.