

CHERYL MELEESHA PINTO

Al Rashidiya - Dubai
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Highly motivated and results-oriented travel consultant/receptionist with seven years of experience in the hospitality and travel industry. Proven ability to provide exceptional customer service, manage complex travel arrangements, and contribute to a positive and efficient workplace. Seeking a challenging position where I can leverage my strong communication, organizational, and computer skills to exceed expectations and contribute to organizational success.

Work Experiences

Travel Consultant cum Admin

Anjmal Travels & Tours, Dubai, UAE / 07.2023- to date

- Proficient in using reservation systems such as Galileo, Akbar Travels, Rayna, Rezlive, TBO, and other Airline Portals.
- Issuing personalized travel itineraries, hotel bookings, and tourist visas.
- Managed customer inquiries, provided travel guidance, and facilitated travel bookings
- Maintaining thorough records of customer reservations and payments
- Providing emergency assistance to clients during their travels
- Setting up customer local excursions in the UAE
- Generating invoices and maintaining an invoice log file.
- Managing transactions involving petty cash
- Overseeing office supplies and inventory.
- Handling emails, letters, packages, and phone calls, as well as following up with customer communications.

Travel Consultant

Anjmal Travels & Tours, Mumbai, India / 03.2018- 09.2021

- Proficient in operating reservation systems such as Galileo and Riya Portal.
- Managing visa processing for both business and individual clients.
- Creating and maintaining invoices, logbooks, and filing systems.
- Coordinating car rentals for clients.
- Arranging hotel bookings and organizing airport pick-ups and drop-offs.
- Assisting individuals and groups with travel planning, organization, and bookings.
- Handling all follow-up communications with customers.

Receptionist

Concept Hospitality Pvt. Ltd. (The Fern Group of Hotels) Mumbai, India / 02.2013- 11-2017

- Greeting and welcoming visitors both in person and over the phone, addressing inquiries or redirecting as needed.
- Managing the filing system, ensuring documents are properly filed and maintaining an organized reception area.
- Receiving and relaying calls and messages from customers or internal teams to the appropriate executive/team.
- Issuing gate passes for drivers.
- Monitoring staff attendance on a daily basis and reporting to HR.
- Coordinating meeting schedules and managing logistical arrangements.

Receptionist

Professional Couriers | Mumbai, India / 06.2012- 02.2013

- Ensuring security by adhering to procedures, monitoring the logbook, and issuing visitor badges.
- Organizing and maintaining files and records.
- Providing general administrative support, including handling phone calls and distributing mail.
- Performing data entry tasks.
- Keeping the reception area clean and safe by following established procedures, rules, and regulations.
- Promoting continuity within work teams by documenting actions, irregularities, and ongoing needs, and ensuring effective communication.

Receptionist

Oswald Scientific Equipment Pvt. Ltd. | Mumbai, India / 10.2011- 06.2012

- Greeting visitors both in person and over the phone, responding to inquiries or redirecting as necessary.
- Managing the filing system, ensuring documents are properly filed, and maintaining an organized reception area.
- Monitoring daily staff attendance and reporting to HR.
- Receiving calls and messages from customers or internal departments and directing them to the appropriate executive/team.

Skills

- Knowledge of reservation systems Galileo & Travelport (GDS), Riya Portal. Akbar Travels, Rayna, Rezlive, TBO & IATA rules and basic faring.
- Proficiency in Microsoft office word, Excel, PowerPoint & Outlook Email,
- Excellent interpersonal ability, telephone, and customer service skills to be able to interact with internal and external clients in a professional manner
- Time management skills to be able to prioritize activities, especially when there is a high volume of tasks
- Be an excellent communicator with the ability to communicate with customers at all levels
- Ability to build sustainable relationships with clients
- Ability to adapt quickly to fast paced environment

Education

HSC: National Institute of Open Schooling – October 2005

SSC: National Institute of Open Schooling – April 2009

Professional Qualification

Diploma: Pursuing professional certification from Zabeel Institute on IATA GDS in Amadeus

Confederation of Tourism and Hospitality (CTH)

Level 4 Diploma in Tourism Management – September 2018

Level 5 Advanced Diploma in Tourism Management – June 2021

Level 6 Professional Diploma in Tourism and Hospitality Management – December 2020

BLUE WHALE Academy

Travelport Basic Course - July 2017

The Faculty and Management of the Academy - 2016

Communication Skills Training Program - September 2015

Personal Details

DOB : 17 March 1988
Languages Known : English, Hindi, Marathi & Konkani
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Visa Status : Spouse Visa Valid till May 2025