



SINSHA MARY K X

Customer Agent Cum Admin support

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Kerala, India

AREAS OF EXPERTISE

- Customer service skills
- Destination Knowledge
- Travel Planning
- Professionalism
- Crisis Management and Problem-Solving Abilities
- Emergency Response

SUMMARY

I am a customer agent with over four years of experience in the tourism industry, complemented by more than seven years in various office and customer support roles. I bring a high level of energy and passion to my work, making me a strong candidate for any position in this field.

WORK EXPERIENCE

CUSTOMER SUPPORT CUM ADMIN ASSISTANT | 03/2022 – Present ISAN ASSOCIATES ALAPPUZHA, KERALA, INDIA

- Addressing and resolving customer concerns promptly and professionally, ensuring a positive customer experience and maintaining satisfaction.
- Addressing feedback, engaging with customers, and enhancing brand reputation.
- Gathering and evaluating feedback to improve services and customer satisfaction.
- Handling office equipment, such as fax machines, projectors, etc.
- Organising end-to-end services like booking tickets, accommodation, medical needs, travel, and transportation.
- Sorting incoming mail and preparing outgoing envelopes, packages, and correspondence.
- Organizing and updating physical and electronic files for efficient record-keeping and easy access.

CLERK | 01/2019 – 06/2021 CHRIST CENTRAL SCHOOL THIRUVALLA, KERALA, INDIA

- Managing front desk operations, greeting visitors, answering calls, and providing efficient customer service to ensure smooth office functioning.
- Addressing and resolving customer concerns promptly, ensuring satisfaction and maintaining positive relationships with clients.
- Managing student admissions, including processing applications, documentation, and providing necessary information to ensure a smooth enrollment experience.
- Organizing and maintaining inventory, ensuring stock levels are monitored, and items are stored appropriately for easy access and retrieval.
- Accurately recording student information in the school register, ensuring all data is up-to-date and easily accessible for administrative purposes.

HOLIDAYS EXECUTIVE | 10/2017 – 12/2018 AKBAR TRAVELS ONLINE EDAPPALLY, KERALA, INDIA

- Designing, organizing, and coordinating holiday packages, ensuring a seamless travel experience for clients, including itinerary planning and booking accommodations.
- Assisting clients in selecting ideal vacation destinations, offering personalized travel advice, and ensuring all preferences and requirements are met for a memorable holiday.
- Managing financial transactions, including processing payments, issuing invoices, and keeping accurate records of all bookings for smooth financial operations.
- Actively promoting special offers, discounts, and new packages, targeting potential clients and maintaining strong customer relationships.

TICKETING STAFF | 04/2017 – 06/2017

TRUE VINE TOURS & TRAVELS, KERALA, INDIA

CLERK CUM ACCOUNTANT | 03/2016 – 03/2017

SPICE NETWORKS, DOHA, QATAR

OFFICE SALES COORDINATOR | 08/2012 – 08/2014

AKBAR TRAVELS ONLINE EDAPPALLY, KERALA, INDIA

EDUCATION

- **Bachelor in Commerce
Travel & Tourism | 2011**
Mahatma Gandhi University
- **Diploma In IATA/UFTAA Foundation
| 6 Months**
(Foundation in Travel and Tourism)
- **Pre Degree (12th)
Biology Science | 2008**
Board of Higher Secondary Examinations,
Kerala
- **SSLC (10th) | 2006**
Board of Public Examinations, Kerala

COMPUTER SKILLS

- MS Office
- Tally
- Internet
- Social Media

SKILLS

- Travel knowledge
- Technical skills
- Active listening
- Respectfulness
- Documentation
- Dependability
- Positive Attitude
- Issue Resolution
- Time management
- Adaptability
- Patience
- Critical thinking

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

PERSONAL DETAILS

- Date of Birth : 06/05/1989
- Nationality : Indian
- Gender : Female
- Marital Status : Married
- Passport Number : C4833810
- Date of Expiry : 17/11/2034

DECLARATION

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief.

Sinsha Mary KX