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FALCON ID # 64239

Oilfield Services / Other

Residential Country : India Nationality : India
Resume Title : Visa Coordinator Notice Period : 0 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Mba/pgdm	Welingkar Institute Of Management	2020	India
B.com	Mumbai University	2018	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Operation Visa Officer/admin	Reputed Company	India	11/2012	07/2020
Bpo Process Associate	Interglobe Technologies India	India	12/2010	05/2011
Customer Service Associate	Ismart Global Ltd	India	09/2009	06/2010
Customer Service Associate	Andromeda Marketing Pvt Ltd	India	02/2007	02/2008

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary
(Monthly In Usd): 24000

Expected Salary
(Monthly In Usd): 30000

Additional Skills :

Skills

MS Office

MS word

Language

English Professional

Hindi .

Additional Information :

Profile

In quest of a role in the organization that offers me generous opportunities to explore & outshine while

accomplishing personal, professional as well as organizational goals.

Work experience

Reputed Company

India

Mumbai

Operation Visa officer/Admin 11/2012 – 07/2020

Responsibilities:

VFS Global USA

Visa processing center, Mumbai:

Attending the applicant at the Front desk Reception.

Ensured timely non-discriminatory visa application processing.

Responded to questions and provided additional information as requested.

Informed officials of any serious issues with visas or visa applications.

Processed visa applications and notified applicants when decisions were made.

Verified required information provided along with visa applications.

Noted any discrepancies or omissions on visa applications.

Informed applicants of any issues with their visa applications.

Responded to in-person and phone inquiries.

Processed applications for visas.

Answering incoming calls; taking messages and re-directing calls as required

Dealing with email enquiries

Taking minutes

Diary management and arranging appointments, booking meeting rooms and conference facilities

Data entry (USA visa applicants details etc.)
General office management such as ordering stationary
Organising travel and accommodation for staff and customers
Arranging both internal and external events
Providing administration support to Team leader, Managers and Senior Management

USA embassy,Mumbai:

Team leader at the embassy.

Managing and guiding the applicants at the USA embassy for interview with USA visa officers.

Provided information on all applicable immigration laws to applicants

Responded to inquires concerning immigration and visa matters

Issued and reviewed immigration applications.

Interglobe Technologies

India

Mumbai

BPO Process Associate 12/2010 – 05/2011

Responsibilities:

Made booking arrangements for clients in person on the phone and online.

Worked to diligently resolve booking and scheduling issues.

Ensure that all booking procedures followed industry standards.

Posted schedule changes online and informed clients directly.

Checked passenger manifests to confirm client bookings.

Scheduled advance and last-minute bookings

Offered discounts and special deals when authorized to do so

Managed passenger database

Monitored airline schedules and posted updates on airline website

Issued personal business and corporate bookings

Developed and implemented promotional strategies to boost airline bookings

Consistently offered a high level of customer service

Worked to resolved passenger booking issues

Handled internal and external communications.

ISMART GLOBAL LTD

India

Mumbai

Customer Service associate 09/2009 – 06/2010

Responsibilities:

Handled inbound customer calls regarding all banking matters
Processed customer disputes
Manage large amounts of inbound and outbound calls in a timely manner
Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
Seize opportunities to upsell Nabard bank schemes when they arise
Build sustainable relationships and engage customers by taking the extra mile
Keep records of all conversations in our callcenter database in a comprehensible way
Frequently attend educational seminars to improve knowledge and performance level

Meet personal/team qualitative and quantitative targets

ANDROMEDA MARKETING PVT LTD (02/2007 - 02/2008)

Customer Service associate

Responsibilities:

Resolved customers complaints, queries, request, feedbacks etc
Prepares daily reports on the daily activities of Customer Care team
Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
Develops as well as maintains the relationship with external parties
Responsible for proper scrutiny and recording of the complaints received from customers

Education

University of Mumbai

India

Bachelor of Commerce (22nd February, 2018)

Specialization:

1) Diploma in Ground Staff

Institute name : Avalon Aviation

2) Business Administration (Oct 2018 – Oct 2020)

Institute name : Welingkar Institute of Management

Degree: PGDM