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FALCON ID # 64243

Oilfield Services / Other

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

## EDUCATION

Qualification	Institute / College /university	Year	Country
Diploma	Montreal Canada	2015	India
Xiith	State Board	2015	India
Xth	State Board	2013	India

## CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Executive	Reputed Company	India	01/2015	06/2020
Team Leader – Visa Department	Visas R Us.	India	11/2017	12/2017
Visa Officer	Musafir.com India Pvt Ltd		01/2016	10/2017

## 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): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

### Key Strength:

- Positive attitude
- Self Driven and Adaptable
- Team oriented

### Declaration

I hereby declare that the above furnished information is true to the best of my Knowledge.

### Additional Information :

#### Carrier Objective:

To work in a challenging environment that encourages learning and creativity and provide exposure to all the aspects of technology and management to lead a highly proficient and result oriented team and move the company's resource towards almost profitability.

### SUMMARY :

I am Travel and Tourism professional with over of 4.5 years of experience in Visa Processing and Customer Service. Previously I was working with SOTC Travel Ltd. SOTC India is a leading travel and tourism company active across various travel segments including Leisure Travel, Incentive Travel and Business Travel.

#### Previous work profile:

Employer	:	Reputed Company
Position	:	Senior Executive
Experience	:	From 15th Jan, 2018 to 04th June, 2020

#### Job Responsibilities :

Greet customers after booking and explain them about further process.

Attending walking customers.

Liaising with pax on calls, emails and chat.

Helping the customers to understand the process and visa documents requirement.

Probing for up selling like Flights, Hotels, Sight seen, Transfers, Insurance.

Documentation and Paper work

Initiate the process for visa application.

Dealing with customers post sales for all queries related to the tour.  
Attending customer complaints.  
Follow-ups with customer for visa documents and tour payment.

#### Previous Experience:

Employer : Visas R US.

Position : Team Leader – Visa Department

Experience : From 01st November 2017 to 25th Dec 2017

#### Job Responsibilities:

Generating new leads and converts them into booking.

Offering after-sales support services

Preparing reports

Coordinating with B2B and corporate clients.

Marketing and Sales for visas.

Handling customer escalation.

Team Managing.

Coordinating with Consulate, VFS and Vendor for urgent submission or any urgency.

#### Previous Experience:

Employer : Musafir.com India Pvt Ltd

Position : Visa officer

Experience : From 11th Jan 2016 to 31st Oct 2017

#### Job Responsibilities:

Handling Visa query for Middle East and Far East countries.

Attending walking customers.

Arranging for documents pickup and drop.

Managing overall activities of visa processing

Asking them for additional documents, if required.

Once Visa done sending the visa copy or Original documents back to the stated address.

Filling online forms.

Taking appointments.

Documents submission at VFS and Consulate.