



Sachin Athresh

+971586622057 | E: athreshsachin@outlook.com
Dubai.

PROFESSIONAL SUMMARY

Sharp and energetic **Travel Agent** successful at troubleshooting and handling customer support issues in a timely manner. Bilingual and well-traveled with active listening and interpersonal skills. Drive to find the best deals. Sales-oriented and committed to client service. In hand Experience of **Opera**. Focused on **International Travels** and **Visa**. Looking to take a travel and hospitality career to the next level with an established agency who appreciates a well-rounded, astute employee.

SKILLS

- Administrative skills, customer service, problem Resolution, sales.
- International Partial Refunds, Debit memo research.
- **Amadeus GDS**
- Microsoft Office, Word, Outlook, PowerPoint, Excel.
- Adobe Photoshop.
- Travel arrangements
- Skilled negotiator
- Telephone etiquette
- Aviation and transportation
- Booking hotels & Air Ticket

WORK HISTORY

Reservation Executive (Expedia.com)

12/2017 to 07/2018

Aegis Customer Support Services PVT LTD | Bangalore, Karnataka

- Expedia International Travel Handle Multiple accounts via Phone and emails
- Booking air, car, hotel, and car services
- Package reservation.
- Help with arranging crew travel when needed.
- Amadeus/Expedia Business worked in a fast paced call center handling international reservation.
- Alerted customers to upcoming sales events and promotions.
- Answered average of 60 calls per day, addressing customer inquiries, solving problems and providing new product information.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Actively pursued personal learning and development opportunities.
- Worked with the management team to implement the proper division of responsibilities.

QUALITY ANALYST

05/2016 to 11/2017

HINDUJA GLOBAL SOLUTIONS | Bangalore, Karnataka

- Responded to team support questions in a timely manner to maintain call center efficiency.
- Handled advanced issues with a calm, knowledgeable and professional approach.
- Generated reports detailing metrics such as call times and satisfaction ratings.
- Motivated employees to increase productivity and maximize service quality with a hands-on leadership style.
- Demonstrated dedication to continuously improving sales abilities and product knowledge.
- Daily Reports on Quality Deviations.
- Tracked call results and conducted trend analysis based on results of monitors and improved quality and training needs.
- Listened to calls either recorded live or side-by-side while communicating feedback
- Encouraged good practices and discouraged bad ones.
- Provided customer feedback and internal compliance feedback to management.

SR TECHNICAL SUPPORT EXECUTIVE (Opera)

05/2015 to 05/2016

HINDUJA GLOBAL SOLUTIONS | Bangalore, Karnataka

- Provide Tier 2 support to end users, address specific user issues, provide troubleshooting and technical support via phone, web based tools and email.
- Advise customers regarding the product's proper use and assist the customer during installations.
- Hands on experience on Avaya IP Agent, Avaya 10X and Cisco Jabber.
- Handling calls for Hotels, Restaurants, Field Service technicians and also for internal teams.
- Roll out process updates/changes.
- Have handled more than ten thousand inbound calls.
- Mentored new agents and Have trained the new hires on applications and the process.
- Zero fatal errors on the quality front.
- Above 95% call quality score.

CUSTOMER SERVICE ASSOCIATE

09/2014 to 05/2015

Futureware Technology Pvt Ltd | Bangalore, Karnataka

- Displayed a consistent positive attitude towards customers, peers and other personnel.
- Spent ample time with each customer going over and explaining documents to ensure that they understood key information.

- Addressed an average of 300 customer inquiries and complaints each week.
- Negotiated new and renewal production goals with business development manager.
- Upsold additional products and services after identifying the needs of customers.
- Tracked the progress of all outstanding insurance claims.
- Collected all premiums on or before effective date of coverage.
- Finalized sales and collected necessary deposits.

EDUCATION

Bachelor Of Commerce | Commerce
St.Aloysius College, Bangalore

2012

Foundation In Travel And Tourism With Amadeus | Travel And Tourism 2018
International Air Transport Association, Montreal, Canada

ACCOMPLISHMENTS

- Awarded **Star performer** for the month of SEP 2016 for outstanding performance on the Job from Hinduja Global Solutions Ltd
- Awarded for most customer appreciation on the Job from Hinduja Global Solutions Ltd
- Successfully completed the training in *Fire Prevention and Fire Fighting* (both theory and practical) conducted at Hinduja Global Solutions Ltd on August 30, 2015
- Active participation as ERT Member since 2015
- Awarded **Star performer** for the month of JAN 2018 for outstanding performance on the Job from AEGIS Expedia.

CERTIFICATIONS

- Certificate in Travel and Tourism with Amadeus.

ADDITIONAL INFORMATION

Name	Sachin Athresh B K
Father's Name	Krishna Murthy N S
Date of birth	29/07/1991
Gender	Male
Marital Status	Single
Permanent address	#205 Bin Kalaib Building AL Barsha 1 Dubai UAE
Mobile	971 586622057
E-mail	Sachinathresh@hotmail.com
Language	English, Hindi, Kannada, Tamil and Telugu
Hobbies	Travelling, Listening to music, Internet Surfing, Web Design