



SONU S PILLAI

Kalapurakal House, Desabhimani Road, Kaloor, Cochin – Kerala 682017.

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Objective

To secure a position in an organization where my innovation, dedication and ability to acquire new skills will be beneficial for the growth of the company as well as for my professional progress.

Professional Summary

Being part of the travel and financial enterprises, working along with travel team, working as the ticketing executive with the responsibility of supporting the 300+ branches for accounting and ensuring proper delivery of service.

Key Skills

- Accounts analyzing.
- Problem Solving
- Team Handling.
- Quick learning with precision and perfection.

Experience

UAE EXCHANGE & FINANCIAL SERVICES Ltd. COCHIN

June 2015 – Sep 2018

- ❖ Ticketing Officer – Part of the Travel team, as ticketing officer for branch support, coordinating with the branches and ensuring proper accounting and delivery of tickets (International & Domestic).
- ❖ Joined as junior officer – Zonal Coordinator of UAE Exchange Karnataka Zone. As part of the administration team for business promotion, coordinating the team for regional target achievement, analyzing growth of branches, HR Support for the branches.

SPICE HOLIDAYS TOURISM COMPANY, COCHIN

August 2014 to May 2015

- ❖ Joined as the Tour executive - As part of the Tour operation team for generating enquiries from the website and making tele calls to the customers to discuss regarding their enquiries and planning the trips, preparing the itinerary and forwarding it the customers as per their requirements, Email and telephone follow ups and complaint handling.

- ❖ Customer care executive – As part of the customer care team to build sustainable relationship of trust with the customers through open and interactive communication, handling complaints effectively by providing appropriate solutions within the time limit and making follow ups to ensure the resolution.

Educational Qualification

Duration	Institution & Syllabus	Score
2011 – 2014	Chavara Institute of Management Studies, Kochi (BSc)	70%
2009 - 2011	SVGV HSS, Kidangannoor – 12 th Grade (HSE)	68%
2008 - 2009	MS HSS, Ranni, SSLC (SCERT – Kerala)	68%

Professional Qualification

- ❖ IATA UFTAA foundation diploma from Montreal, Canada.
- ❖ Diploma in GALILEO and AMADEUS

Technical Knowledge

- ❖ Knowledge in using all versions of Microsoft Office
- ❖ Have got knowledge in all versions of Windows Operating Systems

Communication Expertise

- ❖ English (R / W / S)
- ❖ Malayalam (R / W / S)
- ❖ Tamil (S)

R –Read, W – Write, S – Speak

Declaration

I hereby declare that the above mentioned details are true and correct to the best of my knowledge.

Date:

Place:

SONU SPILLAI

Reference

- Mr. Sujith Kumar S – Travel Head India, Royal Gulf
Mobile Number: 9605767618
Email Address: kumarsuji1@gmail.com
- Mr. Gopinath M – Zonal Head, UAE Exchange India Ltd.
Mobile Number: 9847088810