

## **Zalak Desai Sheth**

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Date of Birth: 11 Sep 1984

### **Profile**

After successful completion of Bachelor's of Science in Microbiology & IATA, my interest towards Customer Service has encouraged me to learn fundamental skills to attain an illustrious position in the same field. Being a Virgo by birth one of the most magical characteristics is no matter how many times life turns sour to me, I still maintain faith in others, refusing to become cynical. I have gain strong interpersonal and communication skills, outstanding people management and training skills, team work, leadership abilities, strong decision making abilities and result focused approach by working under pressure. My ambition is to work with service industry organisation which suits my personality.

### **Education Qualification**

<b>2002-2005 -</b>	<b>Bachelor of Science (Microbiology)</b> <b>Gujarat University</b>
<b>2001-2002 -</b>	<b>Higher Secondary Certificate</b> <b>Gujarat Board</b>
<b>1999-2000 -</b>	<b>Senior Secondary Certificates</b> <b>Gujarat Board</b>

### **Work Experience**

#### **31 July 2023 - Till Date**

#### **Sr. Executive – Vodafone India Services Pvt Ltd**

- Predominantly handling **UK Customers queries** regarding there Postpaid & Prepaid Connections
- Performing various cases such Migrations Out , Postpaid to Pre Paid, Disconnection-Reconnection, Prepaid to Postpaid, Number Change and Adding Upgrades.
- Ensuring to **maintain high quality standards** while doing the above cases so that customers doesn't report or complains for any issues.

This Job has enabled me to maintain high quality standards as all the activities are **time bound** and are to be done under specific time limit as per the SOP.

### **01 May 2013 – 31 Oct 2014**

**Online Support Manager for RezLive.com - Travel Designer Group.**

- Predominantly handling **Refunds & Relocation** cases.
- **Resolving dispute cases** with the Service Provider & Agent.
- **VIP** and High-end **Corporate Files**.
- Monitoring **Sales, Revenue and Profitability** in daily operations such as Refunds & Supplement inclusions.
- Escalating & Resolving **Technical issues** with the Management of Service Provider.
- Monitoring **smooth operations** of daily functional activities within the team members.

This job has enabled me to enhance my skills and proficiency to be a better management person and to learn/understand the Travel Trade World. Being located at the central base of this multi-national company, have been able to develop excellent communication and coordination skill keeping the standard operating procedures in concern.

### **24 Dec 2007 - 12 Mar 2013**

**IndiGo ( Interglobe Aviation Ltd.)** , at S.V.P.I Airport, Domestic Terminal – Ahmedabad .

Had joined as Customer Service Agent in Dec 2007, gradually getting promoted to Duty Supervisor in Oct 2009, Followed by **Assistant Manager – Customer Services & Airport Operations** in Oct 2011.

- Agents & Customer Relationship.
- Acquired **Load & Trim License** for **Airbus A-320**.
- Trouble shooting activities.
- Handling functions related to **Check-In**.
- Management of **Reservation** inquiries.
- Maintenance and updating of **Database**.
- **Supervising and Managing** the shift & **Flight Dispatch**.
- **Responsible** for all **administrative activities**.

This job has enabled me to acquire skills which are extremely useful and essential for competitive business undertakings. I have attained excellent knowledge of management relationships, training, supervisory skills, conversational skills, leadership and team work. Have been successful in managing a staff strength of over 100 working with me and training them for various modules of Flight Operations & Customer Services.

### **28 Oct 2005 – 20 Dec 2007**

**Customer Service Executive in Deccan Airways (Kingfisher Red)**, Ahmedabad and Gujarat and fulfilled the following responsibilities:

- Handling **Customer Grievances** at the Airport.
- Daily **reservation & flight operations**.
- **Load & Trim Activities** & timely departures of flight.

- Maintaining on **time performance** & adherence of all **airport handling policies**.
- Providing **back up support** in all functional areas of **flight operations**.

### Professional Achievements

- Recipient of Appreciation from Head Office for Good Customer Service in reference to Compliment received from the customer.
- Promoted to Shift In charge after an efficient service of 16 months.
- Recipient of Appreciation from Head Office for Well Groomed Staff for Ahmedabad Station.
- **Grooming In charge** & Shift in charge for Ahmedabad Station.
- Well versed with Amadeus, Radixx & Navitaire Reservation System.
- Successfully completed **Basic AVSEC** (Aviation Security) & **DGR** (Dangerous Goods Regulations) course.
- Holding Load & Trim License for **Airbus A320 & A300** from last 7 years.
- Successfully completed **IATA & UFTAA**.
- Certified **Icoach** and **Train the Trainer** for various modules in IndiGo .
- ***Have undergone various Leadership Trainings and hence have developed excellent team management skills and leadership qualities.***

### Skills Profile

<b>Conversational:</b>	My academic and employment history depicts remarkable conversational skills involving visual contact and body language. I am extrovert with accurate writing skills, telephone manners and these abilities have always been a key to success. I am a persuasive communicator who has the ability to negotiate.
<b>Organisational:</b>	As an Executive, I developed my organizational skills and time management and have demonstrated both reliability and ability to meet targets. An innovative, capable of working as an individual and as a team member, adjusting to all sorts of environment, capable of producing good results.
<b>Teamwork:</b>	I enjoy working as a team player as well as a team leader. I have successfully distributed and delegated tasks in a team and have maintained good working relationships with colleagues. I believe in mutual co-operation and understanding which is the most essential factor for the success of any organization.
<b>Leadership:</b>	Working as Senior, introduced me to a versatile job profile which involves good teamwork and delegation. Active participation has helped me in improving my subtle skills.

**Computing:** Well conversant with MS Office applications.

### **Hobbies**

I like traveling, hearing music, dancing and have participated in various talent functions at my school/university and love organizing events at work & in family. I like communicating with people.

### **References**

Shall be furnished if required.