**[Travel Manager](https://www.postjobfree.com/resume/ad1xg1/travel-manager-surrey-bc-canada)**

**Location:**Surrey, BC, Canada

**Posted:**December 13, 2023

**Contact Info:**

kay.subba@gmail.com

236-234-4456

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**Resume:**

?Kamala Subba

Surrey, BC V3X

2362344456

kay.subba@gmail.com

Professional Summary

Sales-oriented, customer service expert with excellent administrative skills and experience working for well-known organizations. Proven expertise in customer service and in resolving conflicts.

Skills

? Customer service

? Office Administration

? Appointment Scheduling

? Sales management

? Staff training and development

? Data Entry

? Problem-solving

? Adaptability

? Complaint Resolution

? Adept at Microsoft Office

? 35 - 40 WPM typing speed

Work Experience

Transcriptionist Deluxe

Freelance February 2022 to Present

? Listen to recordings and transcribe those recordings to text files

? Ensure accuracy of the transcribed text

? Understand details of client requirements regarding formatting and notation

? Complete transcriptions in a timely manner, reviewing grammar, punctuation and spelling prior to submission

? Remain familiar with the latest transcription software and recommend upgrades or enhancements if necessary

? Correct any errors or inaccuracies in a timely manner

Travel Manager Bhutan Roundabout Tours

Bhutan August 2018 to February 2023

? Achieved sales goals and service targets by cultivating and securing new customer relationships.

? Built relationships with customers to establish long-term business growth.

? Handled customer relations issues, enabling quick resolution, and client satisfaction.

? Resolved customer issues quickly to close deals and boost client satisfaction.

? Secured optimal efficiency through collaboration with internal teams and development of positive community relationships.

? Confirmed appointments, communicated with clients, and updated client records.

Program Trainer Fusion BPO Services

India January 2010 to June 2018

? Mentored new hires, resulting in stronger staff development and increased productivity.

? Monitored and reported trainee progress, introducing new learning tools to address individual needs.

? Analyzed team performance and identified opportunities for additional training.

? Developed effective training plans based on department needs and objectives.

? Scheduled and taught in class and online courses to increase learning opportunities.

Customer Service Representative Wipro Technologies

India March 2008 to June 2009

? Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.

? Investigated and resolved customer inquiries and complaints quickly.

? Met customer call guidelines for service levels, handle time and productivity.

Customer Service Representative Fusion BPO Services

Kolkata, India June 2007 to February 2008

? Handled customer inquiries and suggestions courteously and professionally.

? Answered customer telephone calls promptly to avoid on-hold wait times.

? Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Education

Diploma - Travel And Tourism Management

Eton College Vancouver, BC Expected in June 2024

#HR

Languages

English:

Full Professional

Dzongkha:

Native or Bilingual

Nepali:

Professional Working

Hindi:

Professional Working

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