

# CURRICULUM VITAE

## Malini Radia

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Gujarat, India.

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### Objective:

To work with an organization that provides more opportunities to learn and to contribute to lead the organization to success growth. Where I can execute my skills to the best of the ability. My basic aim in life is to make satisfactory growth.

### Academic Qualification:

Exam	University/Examination Board	Year
BA	Bhavnagar university	2002
HSC	Bhavnagar university	1998
SSC	Gujarat Higher Secondary Education Board, Sihor	1996

### Computer and IT Knowledge:

- CRM, Lotus notes
- Ms office
- ICCM, Galelio, Riya

### Personal Information:

<b>Date of Birth</b>	July 6th, 1981
<b>Gender</b>	Female
<b>Marital Status</b>	Married
<b>Nationality</b>	Indian
<b>Language Known</b>	English, Gujarati, Hindi

## **Experience:**

- 1)
  - Employer Name **AIRTEL Rajkot**
  - Post Name Customer Relationship Executive
  - Period April 2006 to December 2010
  - Department Customer service
  - Achievements Excellence in c-sat.
- 2)
  - Employer Name **Tata teleservices Rajkot**
  - Post Name Customer Relationship Officer
  - Period January 2011 to December 2011
  - Department Customer service
  - Achievements Highest postpaid in one day. (22)
- 3)
  - Employer Name **Telenor Rajkot**
  - Post Name Customer Activation Officer
  - Period February 2012 to December 2015
  - Department Customer service
  - Achievements Maximum tertery in one day (56000)
- 4)
  - Employer Name **Reliance communication Rajkot**
  - Post Name Customer Relationship Officer
  - Period February 2016 to February 2017
  - Department Customer service
  - Achievements Handling entire store
- 5)
  - Employer Name **Transglobe Travels Rajkot**
  - Post Name Domestic Sales
  - Period May 2017 onwards
  - Department Customer service & sales
  - Achievements Handling domestic ticketing & sales.

## **Current Job Profile and Responsibility:**

- To do web check-ins.
- Communication with all airlines & all Suppliers.
- Sale domestic tickets and provide best possible travelling plan to guests, being dedicated point of contact for passengers.
- Organize Customer satisfactions survey, which by all means enhance our productivity and trust to passengers.

## **Declaration:**

I do here by declare that the information provided above is true and correct to the best of my knowledge and beliefs.

Yours Sincerely  
Malini Radia