

# Anup Thomas



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## CAREER OBJECTIVE

Seeking to gain a challenging and responsible position in an organization where I can best use my skills and strengths. Given my experience of working with organizations and people, where I have built strong relationships, I am exploring opportunities in an industry that provides scope for me to grow over a long period of time. Travel, Sales, Clientele Services would be industries that I look to get an entry into and grow over the long-term.

## CAREER LEVEL

- Over 10 years' experience across travel, aviation, customer care
- Business Development – Manager & Project Coordinator
- Excellent analytical, managerial, communication, and problem solving skills
- Ability to work in group and perform multiple tasks simultaneously
- In-depth knowledge of the Government and Leisure fare
- knowledge of domestic and international ticket issuance, ticket reissuance, refund
- Galileo GDS- Completed Galileo training and certified from Travel port Galileo
- Sabre GDS- Completed Sabre Training and certified from Sabre Kuwait

AUG 2015 – Present



### Alshamel Travel and Tourism

- Travel Consultant
- Working for US Army (Camp Arifjan Kuwait) and US Embassy Kabul
- Arranging domestic and international travel for clients, including Air, Hotel and Ground Transportation
- Handling walking Army Soldiers, Emails, Phone calls and DTS (Defense Travel System)
- Back office support for US Embassy Kabul, Arranging flights for Diplomats and Ambassador
- Handling DFS flights (Diplomat Freight Services)
- Certificate of Appreciation being awarded for best Customer Service by the US ARMY

AUG 2012 – JUL 2015



### Carlson Wagonlit Travel

- Senior Travel Consultant
- Managing Operations & Clientele Services
- Galileo Airline Ticketing Certified
- Itinerary & Travel Conceptualization

OCT 2010 – AUG 2012



### Interglobe Technologies

- SME Galileo Help Desk
- To provide floor support whenever required
- Handling escalated cases in order to meet our client satisfaction on daily basis

OCT 2007 – SEP 2009



### Spice BPO

- Team Member
- Customer Care
- Certificate of excellence being awarded for an outstanding performance in operation for consecutive 2 years

## EDUCATION

JUN 2012 - AUG 2014:

### Shobhit University

Bachelor of Arts

SEP 2014 - NOV 2014:

### IATA

Foundation in Travel and Tourism

APR 2006 - MAR 2007:

### Govt Boys Sr. Sec. School Rajouri Garden New Delhi

Central board of secondary education

## PERSONAL INFORMATION

<b>Nationality:</b>	Indian
<b>Date of Birth:</b>	22 April 1988
<b>Place of Birth:</b>	New Delhi
<b>Marital Status:</b>	Married
<b>Height</b>	5 ft 9 inch
<b>Languages:</b>	English, Hindi, Malayalam, Tamil
<b>Current Address:</b>	Flat no 8, Building 9336 Street 280 Hawally Governorate, State of Kuwait

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