

Sulagna Biswas Sharma

Contact

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Date of Birth:

20th August 1987

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Languages

English, Bengali, Hindi

Summary

Highly motivated, Customer service-oriented and committed Travel Professional with over 13 years of career experience in Travel and Tourism industries. Experienced in all aspects of the Travel and Tourism Industry. Key skills include time management, organization, and written and verbal communication.

Core Qualifications

- Domestic & International travel expertise
- Itineraries and pricing
- Relationship Management
- Travels consulting & reservations
- Transportation co-ordination
- Customer service & engagement
- Quality assurance

Experience

Customer Experience Officer - Medway Technologies Pvt Ltd (MedPay)

20/12/2021 – 03/12/2022

- Customer Support and handling customer complaints
- Negotiation with pharmacies

APAC General Enquiry Agent / Triage Agent - Alphanumeric Systems (Janssen Vaccine Support)

23/08/2021 – 19/11/2021

- Field inbound calls, chats, and emails from patients, healthcare providers, and vendors in a professional and empathetic manner
- Counsel patients on basic medical information, financial assistance, reimbursement and savings offer options.
- Documentation of case notes in the customer relationship management system (SalesForce).

Holiday Expert – Makemytrip.com

01/08/2019 – 20/08/2021

- Customer Support – Air Post Sales (Processing Airline cancellation /Refund post Covid 19 pandemic)
- Selling domestic and international holiday packages

Manager, Leisure Operations – GLOBE FOREX & TRAVELS LTD

15/02/2010-10/07/2019

- Provided customers with best deals and well researched travel options, successfully negotiating rates while improving customer satisfaction
- Responded to clients' questions, issues and complaints and implemented appropriate solutions
- Supervised vendor payments and vendor relationships
- Visa Support, Maintaining customer accounts and payment collection
- Generate revenue by cross selling other products offered by organization
- Collaborated with colleagues to implement best practices across department and exceed team goals

Customer Service Executive, Operations – ON THE MOVE TRAVELS & TOURS PVT LTD

15/02/2008-14/02/2010

- Itinerary preparation and selling of domestic and international holiday packages
- Visa Support

Education

Name of Examinations	Board/ Council/ University	Marks Obtained
Secondary	West Bengal Board of Secondary Education (WBSE)	75%
Higher Secondary	West Bengal Council of Higher Secondary Education (WBCHSE)	62%
Bachelors in Travel & Tourism Management	West Bengal University of Technology (WBUT)	84%
Masters in Arts (Tourism Management)	Indira Gandhi National Open University (IGNOU)	2nd Div

Professional Qualification

- Certification in Amadeus – Basics
- Certification on Customer Centric Training from Johnson & Johnson Learning Management System