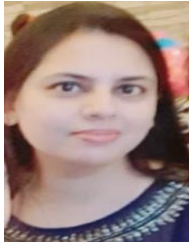


Shikha Soni



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About

Seeking for an opportunity to learn and gain experience & to enhance myself as a professional committed to the work by performing to the best of my existing skills and knowledge. My constant appetite for learning will always place the company miles ahead.

Experience

Strategic Planner and a Sales professional with 16 years of multifarious experience in Sales & Customer Service in the Aviation sector.

Working as Key Account Executive-Sales (Agency and Corporate) at Bird Travels Pvt. Ltd. GSA of Jazeera Airways Co. Ltd. From Dec'18 till date.

- Extensive experience in managing Key Accounts of airlines in Delhi and North India which includes sales activities & joint promotion along with assessment of customer needs to provide best possible solution to their utmost satisfaction.
- Preparation of sales dashboards on a weekly and daily basis.
- Continuous Market Analysis to understand the market trends and competitor activities to enhance sales.
- Strategic Advisory including business planning & salesforce effectiveness to identify prospects and new business opportunities.
- Key resource of the sales team, ensuring the targets are met month on month with a pipeline.
- Engage in various activities to enhance sales through regular sales calls with both agents and corporates to build relationships.

Jet Airways (2004 – 2018)

Worked at JET AIRWAYS-Delhi as Sales Coordinator

- Handling Group Desk (International and Domestic) and coordinating between Corporate / Agents / Direct Guests and head office Mumbai.
- Handled the international group desk catering to about 800 agents in Delhi for their international group requests. Under this various product presentations to corporate and agencies were made designed.
- Protocol with various corporate and government agencies.
- Providing Capping to agents by checking all documents and BG's.
- Sending Meet and Assist messages to airport for VIP/CIP.

Worked at JET AIRWAYS-Delhi as C.S.S (Customer Sales Supervisor).

- Responsible for smooth handling of CTO and looking for new aspects of revenue generations.
- Liasoning with various departments and other stations, for smooth handling.
- Materializing group queries at counters.
- In house training programme for staff, to enhance their work knowledge and help in handling and dealing with customer feedbacks.
- Maintain MIS and sharing relevant reports with the senior management.
- Handled Lost Ticket Department and Jet Privilege Department.
- Given Trainings to the new staff –In and outside Delhi.
- Helped staff at ticketing counters with all the queries related to Check-in and Reservation and other Customer related queries.

Worked with JET AIRWAYS-Delhi as Sr. CSA (Senior Customer Sales Agent).

- Reservations & Ticketing (international & Domestic) on (SABRE).
- Independently Handling Airport ticketing counter at International Airport-Delhi and looking after the International ticketing and sale.
- Liaising with airport services for smooth running of the of the services
- Regular Briefing -Training of counter staff.
- Ticket Stock / Cash evaluation and handling.
- Crises handling during flight delays & cancellations.

Education

PROFESSIONAL QUALIFICATION

- P.G. Diploma In Travel & Tourism Management, From SITA Delhi.
- Certificate in Computers from NIIT, New Delhi.

ACADEMIC QUALIFICATION

- Bachelor In Commerce, Delhi University.
- Schooling from Delhi Public School (DPS) Mathura Road, New Delhi.

TRAINING ATTENDED

- Successfully completed PAP (Passenger Acceptance Procedure), conducted by Jet Airways.
- Successfully completed QRES (INTERACT Reservations) conducted by Jet Airways.
- Successfully completed IFTB (International Fares and Ticketing), conducted by Jet Airways.