

Hriteek Jolaniya

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Summary

Dedicated customer service professional with experience in chat support, travel bookings, and issue resolution. Skilled in handling domestic and international customers, assisting with flight and hotel bookings, and providing seamless travel support. Great at handling customer issues quickly while keeping service top-notch.

PROFESSIONAL EXPERIENCE

Travel Consultant -Sales | Dyninno India LLP

23 Oct-2023 - 03 Jan 2024

- Provided chat, email, and emergency call support for customers needing assistance with flight and hotel bookings while also recommending additional services to enhance their travel experience.
- Assisted customers with booking changes, cancellations, and general inquiries through chat and calls, ensuring smooth communication and upselling relevant travel products.
- Balanced customer service and sales by efficiently handling customer concerns through chat and calls, while identifying opportunities to promote suitable travel upgrades.

Process Associate | IGT Solutions Pvt Ltd

24 Mar 2023- 01 Jul 2023

- Managed live chat support for travel-related customer inquiries.
- Assisted passengers with flight changes, cancellations, and refunds.
- Provided prompt and accurate information, ensuring seamless travel experiences.

Customer Service Associate| Travel Unravel Holidays Pvt Ltd

13 Sep 2021 - 29 Nov 2022

- Provided real-time chat and call support to US-based customers, resolving queries on the spot.
- Ensured high customer satisfaction by offering quick and effective solutions.
- Assisted customers with travel bookings, cancellations, and modifications while maintaining service quality.

EDUCATION

- B.A in Tourism and travel management,College of Vocational Studies, University Of Delhi 2021

SOFT SKILLS

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| • Fast Learner | • Team Oriented | • Quick Decision-Making |
| • Strong Communication & Persuasion | • Problem-Solving & analytical skills | • Adaptability & Time Management |
| • Proficient in using AI | • Attention To Details | • Self Motivated |