



# Genevieve Ryan

Curriculum Vitae (CV)

**What job i'm looking for? My positive points**

communications.

- Handled other administrative tasks as assigned.
- Greet and guide visitors, organize and maintain diaries and make appointments.
- Review incoming email, faxes and letters.
- Arranging complete domestic and international travel.
- Managing important documents and files.

Reason for Leaving – Better Prospects.

Kotak Life Insurance Limited. Since November 19 2009 – August 21 2010

Designation:-Senior Customer Service Executive.

- Making verification calls to the existing clients.
- Taking inbound calls.
- Answering clients queries from all over India.
- Handling complains.
- Coordinating with SM.

Reason for Leaving – Process was out sourced.

Intelnet Global Services Pvt. Ltd. Since April 20 2009 – November 04 2009

Designation:-Senior Customer Service Executive.

- Process is NRE i.e. National Rail Enquires U.K.
- Handling U.K customers from UK with rail times, fares, Tickets and other queries.

Reason for Leaving – Night shifts.

Transcontinental Pvt. Ltd. (Jet Airways) Since May 30 2007 – March 25 2009

Designation:-Customer Service Professional.

- Handling Elite Tire Members from India/ UK/ US for Jet Airways.
- Assisting ground staff in collecting fare difference and up gradation.
- Issuing of Jet privilege Award tickets.
- Handling all agent and passenger queries.
- Handled Domestic staff quires for passengers.

Reason for Leaving – Better Prospects.

I2I Telesource Pvt.Ltd. Since March 16 2006 – July 30 2006

Designation:-Customer Relation Executive.

- Handling Members from India.
- Up selling of business loans.
- For Standard Chartered Bank.

Reason for Leaving – Wanted to continue with studies.

Academic Qualification.

- T.Y.B.A 2006 - 2007 MUMBAI UNIVERSITY II CLASS
- H.S.C 2002 - 2003 MUMBAI BOARD I CLASS
- S.S.C 2000 – 2001 MUMBAI BOARD II CLASS

Professional Course.

- Knowledge of computer.
- Known to Microsoft Excel, Word.
- Typing speed 30wpm.
- Diploma in Travel and Tourism.
- Trained in Computer Reservation Systems: SABRE
- Completed “E-Ticketing and Fare Construction Course” from TCES.

Other Details.

- Languages – English, Marathi, Hindi and Konkani
- Marital Status - Married
- Number Children – One Son

References will be provided on request.

Genevieve Ryan.

Date:

Preferred occupation

Secretaries  
Administrative jobs

### Contacts and general information about me

Day of birth	1984-06-07 (41 years old)
Gender	Female
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

### Additional information

Salary you wish	19600 R per month
How much do you earn now	5867 R per month