

# JISHNU UNNIKRISHNAN

## OPERATIONS/ CUSTOMER SUPPORT EXECUTIVE



### PROFILE

Experienced Reservation Executive with a strong background in managing travel bookings and customer inquiries. Skilled in providing excellent customer service, processing reservations efficiently, and handling travel-related issues. Proficient in using reservation systems, managing itineraries, and coordinating with vendors to ensure smooth travel arrangements. Known for attention to detail, effective communication, and the ability to meet deadlines in a fast-paced environment. Dedicated to delivering exceptional travel experiences for clients while maintaining high levels of customer satisfaction.

### ACADEMIC CREDENTIALS

2019 - 2020	<b>BUSINESS ONE AND FINANCIAL CONTROLLING</b> Cast Institution
2016 - 2019	<b>BACHELOR OF COMMERCE IN COMPUTER APPLICATIONS</b> Nehru arts and science college
2016	<b>PLUS TWO</b> Kerala State Board of Public Examination
2014	<b>SSLC</b> Kerala State Board of Public Examination

### WORK EXPERIENCE

- ❖ **RESERVATION EXECUTIVE** **JAN 2024 - JAN 2025**  
GOTOURING TRAVELS TRAVCO, KERALA, INDIA
  - Handle customer travel bookings, including flights, hotels, and car rentals, ensuring accurate details and timely processing.
  - Provide assistance to customers by answering inquiries, addressing concerns, and offering travel advice.
  - Coordinate with airlines, hotels, and other service providers to confirm bookings and manage special requests.
  - Create and send detailed itineraries to customers, ensuring all travel arrangements are accurate.
  - Process changes, cancellations, and refunds according to company policies.
  - Ensure clients receive exceptional service and a seamless travel experience.
  - Maintain accurate and up-to-date records of all reservations and transactions.
  - Assist the sales team with client inquiries and follow up on leads for travel bookings.
  - Stay updated on travel promotions, new routes, and changes in travel regulations.
- ❖ **OPERATION EXECUTIVE** **JAN 2022 - NOV 2023**  
MUTHOOT FOREX, KERALA, INDIA
  - Handle and process foreign exchange transactions, including buying and selling of foreign currencies.
  - Assist customers with their forex-related queries, ensuring accurate and timely service.
  - Ensure all forex transactions are compliant with regulations and maintain accurate documentation.

### PERSONAL DETAILS

Mobile No : +971 557339131  
+918921615219  
Email : jishnunandhu46@gmail.com  
Linkedin Id : <https://www.linkedin.com/in/jishnu-nandhu-243348188>

Address : Dubai, UAE  
Nationality : Indian  
D.O.B : 14/02/1998  
Gender : Male  
Marital Status : Unmarried

### KEY SKILLS

Customer Service

Booking & Reservation Management

Payment Processing

Cash Handling & Reconciliation

Data Entry & Record Keeping

Attention to Detail

Customer Relationship Management

Problem-Solving

Time Management

Multitasking

Knowledge of Travel & Forex

Basic Financial

Communication Skills

## COMPUTER SKILLS

- MS office (Word, Excel & PowerPoint)
- SAP
- FICO
- Tally
- Internet & E- Mail

## LANGUAGE KNOWN

- English
- Malayalam
- Tamil

## PASSPORT DETAILS

Passport No : R1445565  
Date of Issue : 28/06/2017  
Date of Expiry : 27/06/2027  
Place of Issue : Cochin

## REFERENCE

❖ **Mr. Prabath**  
Managing director  
Contact +91 97780 46232

## HOBBIES



Music



Travel



Movies



Reading



Sports

- Manage and monitor the inventory of foreign currencies, ensuring adequate stock levels.
- Prepare and maintain transaction reports, ensuring accurate records of all forex operations.
- Manage cash flow for forex transactions, ensuring accurate exchange rates and secure handling of currency.
- Identify areas for process improvement and work to enhance operational efficiency in forex operations.
- Assist the sales team by providing necessary forex information and processing customer requests.
- Monitor and report on exchange rate fluctuations and potential risks in the forex market.

## DECLARATION

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge and hold the responsibility for the correctness of the above-mentioned information.

**JISHNU UNNIKRISHNAN**