

SWATHI MAIKE

OPERATIONS AND ENQUIRIES EXECUTIVE

Dear Hiring Manager,

I came across on your " Careers" portal and I am interested in applying for the Enquiries & Operations position at Travel XS.

I have 10 months of experience as an Operations and Enquiries executive at Unventured Expeditions Bangalore, Travel company. Customer experience and Vendor management are major roles where I have worked on. I have completed my Post Graduation in MBA with specialization of Tourism Administration from Mangalore University. I have also worked as a Senior Quality Analyst at HGS in my career and good in decision making and team management. .

Please take a minute to go through my CV to get a better idea of my credentials and experiences. It would be great to if I get a chance to personally talk to you regarding this opportunity at your company. I hope to hear back from you regarding my application.

Thank you,

Regards,

Swathi Maike

Contact No: +91 9741454936

Email id: swathimaike25@gmail.com



SWATHI MAIKE

OPERATIONS AND ENQUIRIES EXECUTIVE

MY BACKGROUND

A result driven, hardworking and capable Operations and Enquiries executive at a travel company, also I have an experience of working as a Quality analyst in my career.

PROFESSIONAL SKILLS

Operations and Enquiries Specialist with an experience of developing realistic solutions to assure satisfactory travelers and vendors experiences.

CONTACT DETAILS

Phone: +91 97414 54936

Email: swathimaike25@gmail.com

Present Address: RT Nagar, MLA
Layout, Bangalore

WORK BACKGROUND

Operations & Enquiries Executive

Unventured Expeditions Bangalore, Dec 2019 - present

- Strategically coordinated operations according to objectives and capabilities, effectively allocating resources to meet travelers requirements.
- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support local tourism.
- Increased company profits through performance optimization strategies and efficiency improvements.

Senior Quality Analyst

Hinduja Global Solutions, Mar 2016 - Mar 2018

- Health Insurance Auditing.
- Checking Quality and identifying the errors.
- Highlighting the feedbacks to Associates.
- Reports, Presentations and taking team initiatives

EDUCATION BACKGROUND

Mangalore University

MBA in Tourism Administration, 2013-2015

- I have completed Masters of Business Administrations and specialized in Tourism Management.
- Core competencies : Business Process Management, International Tourism Management, Airport Handling and Air Ticketing, Finance and Accounts Management, Event Management, Forex Management and Cargo Management.

Vivekananda Degree Colleague

Bachelor of Commerce, 2010 - 2013

- Academic Excellence in Commerce and Financial Management

CERTIFICATES:

- Awarded as BUSY BEE 2017 for Diligence and Hard work.
- Best Debut Award 2016
- Completed an internship in Thomas cook for a month and gained knowledge of Visa and Passport services

OTHER SKILLS AND HOBBIES:

- Trained Classical Singer
- Travelling and Photography is my passion
- Exploring off beaten destinations
- Dance & Art works

PERSONAL DETAILS:

Father's Name: Shiva Shankar Bhat Maike

Date of Birth: 7th May 1993

Passport No: L3188254 – Indian

Permanent Address: D-No.1-214, Srishti Maike House, Idkidu Post and Village Bantwal T.Q D.K PIN 574220, Karnataka State, India

Language Known: English, Hindi, Kannada, Tulu