AMANPREET SINGH RANA

+91-9891441735, [rana.amanpreetsingh@gmail.com](mailto:rana.amanpreetsingh@gmail.com)

WZ - 454, 2nd Floor, Street No - 25, Shiv Nagar, Near Jail Road, New Delhi, INDIA - 110058

**HIGHLIGHTS OF QUALIFICATIONS**

* TICO Certified (Certificate Number: T1299466)
* Over 7 years of successful experience in various line of business such as customer service, technical support and travel counsellor
* Extensive knowledge of GDS (Amadeus and Sabre)
* Led new hire batches of up to 20 associates while motivating them to resolve customer queries and promote brand recognition
* Organised monthly social events to strengthen team bonds
* Received “Letter of Appreciation” for customer satisfaction

**EDUCATION**

**Senior Secondary School Examination, 10-12-2007**

**National Institute of Open Schooling**, New Delhi (India)

**Secondary School Examination, 26-05-2005**

**Central Board of Secondary Education**, New Delhi (India)

**EXPERIENCE**

**Sr. Associate                                                                                                                          April 2017 – May 2020**

**WNS Global Services Private Limited**, WNS India SEZ Gurugram, India

* Consolidated with travel agents regarding new and existing flight reservations
* Communicated with the airlines for schedule change flight bookings
* Performed cashiering functions to accept payment for new reservation and services
* Answered and processed travel agent inquiries received through the automated system and email in a timely and satisfactory manner.

**Customer Support Associate                                                                             August 2012 – December 2014**

**Convergys India Services Private Limited**, Sohna Road Gurugram, India

* Received +95% on customer service feedback surveys on a consistent basis by providing resolutions
* Educated customers on service provided by Orange UK network
* Gave accurate and appropriate information to customers questions, troubleshoot issues and complaints on inbound calls
* Proven commitment to high quality customer service

**Process Associate                                                                                                       September 2010 – July 2012**

**Genpact Services LLC**, Udyog Vihar Gurugram, India

* Negotiated with customers and collected debts for GE Money Bank US collection process
* Achieved targets and exceeded self goals

**ACTIVITIES AND INTERESTS**

* Organize all resident activities, on and off premises, theme parties, holiday celebrations
* Travelling, listening to music, watching movies