

# ► Suma Sivaraj Nair

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## ✚ Objectives

To reach a position at Management level in a company like yours that values high level of work ethics along with development of skills and effective interpersonal communication.

## ✚ Experience

### **Pricing Executive – Revenue Management** (Sep 2017 – till date)

Jet Airways (India) Ltd (Mumbai, Maharashtra, India)

- Provide valuable insight into factors that contribute to revenues, profits, costs, competitive positioning, and long-term market opportunities.
- Ensured competitiveness in the market place at all times by monitoring demand, competitor pricing activities, market trends and socio-economic changes.
- Evaluate pricing recommendations, suggest pricing promotions/tactical and devise creative pricing strategies for both domestic and international markets considering the above factors.
- Work closely with various functional units when establishing pricing policies and procedures for new products or services.

### **Group Executive – Revenue Management** (Sep 2015 – Aug 2017)

Jet Airways (India) Ltd (Mumbai, Maharashtra, India)

- Developing strategies to increase incremental revenue on the flights.
- Creating cost effective fares which will help to get groups on the flights.
- Work closely with demand and market analysts.
- Use the knowledge about markets and guide sales teams about the trends and help them to get groups on Jet Airways.

### **Support Associate – Central Helpdesk** (Aug 2011 – Sep 2015)

Jet Airways (India) Ltd (Mumbai, Maharashtra, India)

- Ensure customer service delivery for E-Commerce & Innovations Department.
- Ensure the airlines online performance, service standards and customer experiences are met and exceed the expectations of customers in creating a world class online experience.
- Ensure that all customer care issues are dealt with a timely manner, ensuring smooth running of day-to-day work assignment are monitored in the delivery of satisfactory customer care resolutions.

- Provide support to Reservation Offices and other departments.

**Sr. Customer Service Assistant** (Dec 2005 – Aug 2011)

Jet Airways (India) Ltd (Mumbai, Maharashtra, India)

- Assisting guests with ticketing, check-in and other services offered by the Company at the Airport.
- Other responsibilities included:
  - Handling baggage and cargo
  - Supervising cleaning of aircraft interiors after the completion of each flight.

### **Education**

**Post-Graduation Diploma in Clinical Data Management** (Sep 2017)

- ▶ Acquired a broad understanding of the basic principles employed within Clinical Research both domestically and internationally.

**Bachelor's Degree in Science** (February 2005)

- ▶ Specialized in Chemistry from Mumbai University.

### **Skills**

- ▶ Completed IATA course.
  - ▶ Knowledge of Saber Ticketing Software.
  - ▶ Good organizational, communication and relationship skills
  - ▶ Microsoft Office
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