

# **CURRICULUM VITAE**

**JOEL STEVE PEREIRA**

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## **CAREER OBJECTIVE**

To give my best, excel and succeed in all tasks assigned through commitment, patience and perseverance

## **QUALIFICATION SUMMARY**

Qualification	College/Institutes	Board/ University	Year	Aggregate
SSC	HOLY CROSS HGH SCHOOL	MAHARASHTRA STATE BOARD	MARCH 2010	74.73%
HSC	KJ SOMAIYA AUTONOMOUS COLLEGE OF SCI & COMM	MAHARASHTRA STATE BOARD	FEBRUARY 2012	73.50 %
B.COM	KJ SOMAIYA AUTONOMOUS COLLEGE OF SCI & COMM	MUMBAI UNIVERSITY	MARCH 2015	3.97 CGPA

## **WORK EXPREINCE**

### **METROPOLIS HEALTHCARE LTD.**

- Worked with Metropolis Healthcare Ltd as customer care advisor for a period of 5 months from june to oct 2015.
- Assisting customers by providing best in class solutions to their immediate queries.

### **CAMBATA AVIATION PVT LTD**

- Worked as Customer service assistant for 5 months as company turned defunct.
- Responsible for pre flight /post flight data handling and forwarding to concerned department, passenger handling, checkins, boarding and flight clearance.

### **JET AIRWAYS INDIA PVT LTD**

- Worked with Jet Airways in Reservations and ticketing department completing 2yrs 10mnths since joining the organization in 2016.
- Responsible for fresh issues, reissuance, involuntary changes , refunds and interline airline agreements, handling irate guests for rebooking as last minute

flight cancellations includes communicating with guests from different nationalities.

- Providing guests with suitable options to reach their destinations, helping in upgrades to suit guests needs.

#### **PROFESSIONAL QUALIFICATION**

- Certified in IATA consultant level from IITC
- Diploma in International Airlines and Travel Management

#### **AWARDS AND RECOGNITION**

- Received a recognition award for the “Rewards and Recognition” as a promising employee of the department while working at Metropolis Healthcare.
- Recognized for hard work and dedication by the airport station manager during disruptions while working at Jet airways

#### **HOBBIES AND INTERESTS**

- Interests in playing Football , chess.
- Travelling and interacting with people within the country and across boundaries as been to Israel, Egypt and the Andamans.

#### **PERSONAL PROFILE**

<b>NAME</b>	: JOEL STEVE PEREIRA
<b>DATE OF BIRTH</b>	: 06 Feb, 1995
<b>GENDER</b>	: Male
<b>LANGUAGES KNOWN</b>	: English, Hindi & Marathi
<b>MARITAL STATUS</b>	: Unmarried
<b>PERMANENT ADDRESS</b>	: Hno 107, Fr Peter Pereira Rd, Nr Kohinoor Society, Kurla W, Mumbai 70.