

Shambhavi Amol Joshi

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☎ 7385521459

📍 Pune Maharashtra

👤 Unmarried

📅 2001/09/11

Profile

Experienced visa processing and travel consultancy professional with over 1.5 years of expertise as a Dubai Visa Executive in B2B settings. Skilled in efficiently managing intricate visa procedures. Recently transitioned to a Travel Counselor role in a B2C company, showcasing dedication to client satisfaction and personalized service. Recognized for strong communication, attention to detail, and thriving in fast-paced environments. Seeking opportunities to apply visa processing and travel advisory skills in a progressive organization.

Education

2024- Present	Indira Gandhi National Open University
KTHM	Masters in travel and tourism management
College	Bachelors of Travel and Tourism Management
Nashik	<i>PDEA Baburaoji Gholap College Sangvi</i>
2019 – 2022 pune, Maharashtra	HSC
2017 – 2019	<i>Laxmanrao Apte Junior College</i>
Pune	SSC
2016	<i>Sarhad School</i>
Pune	

Professional Experience

September 2024-Current	NSK Travel -Travel Executive Manage short-term travel arrangements, including booking transportation, accommodations, and itineraries, ensuring budget-friendly options for clients. Assist with travel documentation, such as visas and insurance, and provide guidance in navigating corporate travel policies. Deliver excellent customer service by addressing issues promptly to ensure smooth travel experiences. Maintain accurate travel records and support the team in achieving travel-related goals.
March 2024 - september204 Pune	Infinite Journeys-Travel Counsellor - Backend Operations <i>Infinite Journeys</i> With four months of specialized experience in backend operations within the B2C travel sector, I have optimized itinerary planning, streamlined booking processes, and conducted in-depth destination research to provide personalized travel recommendations. I managed client data efficiently, implemented best practices to enhance operational flow, and delivered exceptional customer service, contributing to business growth and customer loyalty.
2022 – 2024 Pune	Continente Voyages-Visa and sales Executive In the management of Dubai tourist visas, the role involves understanding and advising on the different types of visas available, including those for tourism purposes. This includes the meticulous collection, verification, and organization of required documentation, as well as overseeing the entire application submission process. Compliance with immigration laws is paramount, ensuring adherence to regulations at all times. Effective communication is maintained by providing clear updates and promptly addressing any issues that may arise during the application process. Collaborating with internal teams and external partners ensures a seamless processing experience for applicants. Quick and efficient problem-solving capabilities ensure any challenges are swiftly resolved, ultimately enhancing the customer service experience for individuals applying for tourist visas.

Skills

Organization

Time Management

Customer Service

Problem-Solving

Data Organization

Booking tickets on
portals

Languages

- English
- Hindi
- Marathi

Certificates

**Intensive Certificate in French Language Ranade
Institute in 2021**

On the Job Traing 3 Months certificate in 2018
In Visa and Sales at Girikand Travel Pune

**Certificate in German Language from Max Muller Bhavan in
2022**
Level A1

Interests

- Swimming
- Listening Music
- Watching Movies and Plays
- Travelling

Courses

2023/08
Pune

Business Intelligence using Power Bi
Skill Nation

Awards

2020/02

Geo Carnival third prize
Modern College Pune