

# Kosha A Shah

B-39, Sunder Apartments  
Opposite Diamond Garden  
Chembur, Mumbai - 400071

## PROFILE

Experienced in the varied fields of travel & tourism and medical transcription, I have developed a valuable skillset comprising of the art of dealing with people and satisfying customer's requirements tactfully.

## EXPERIENCE

### **Travel and Tourism Industry**

#### **Front Office Executive, Tan Man Travels; Mulund, Mumbai    2014-2015**

Handled client enquiries and efficiently satisfied their requirements.

#### **Front Office Executive - Reservations, Ace Travels; Wadala, Mumbai    2011-2012**

Handled domestic and international reservations.

#### **Associate Travel Agent, Govan Travels; Worli, Mumbai    1993-1995**

Collected information on travel related requirements and organised in an order. Provided guidance to customers and traveling plans. Liaised with airline representatives, travel agents and airport authorities as required. Supervised the booking and purchase of tickets for official travel. Drafted and/or verified all correspondence/faxes and maintained unit's records. Prepared reports and analysis as required.

### **Medical Industry**

#### **Front office and Medical Typist, Jio PET-CT Imaging Centre; Ghatkopar, Mumbai    2017-Current**

Prepared reports in close consultation with the nuclear medicine specialist doctor. Also interactions on routine basis with patients and relatives in trauma and other difficult scenarios.

#### **Medical Transcriptionist, Infovision; Belapur, Mumbai    2015-2017**

Work mostly involved typing medical reports.

## EDUCATION

Jai Hind College, Mumbai, 1993 — Bachelors Degree in Arts (Economics and Commerce)

Garware Institute, Mumbai, 1994 — Advanced Diploma in Travel and Tourism  
(Passed with Distinction)

IAFD, Mumbai, 2008 — IATA Certification (Passed with Distinction)

## SKILLS

Exceptional ability to locate, collect and organise information. Excellent ability to work independently and well with clients and customers. Ability to plan, manage and resolve conflicting priorities. Excellent interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural environment. Solid written and spoken communication skills.