

KUNAL CHANDWANI

Cambridge, Ontario, Canada

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Career Objective

Sales-oriented travel expert with strong administrative skills and extensive experience in the travel and customer service industries. Proven expertise in conflict resolution, service delivery, and supporting corporate travel operations. Dedicated customer service professional with the ability to multitask effectively while maintaining high-quality service standards. Committed to building professional relationships that enhance profitability and support business growth.

Professional Experience

Claims Inquiry Associate – Allianz Global Assistance, Cambridge

April 2023 – March 2025

- Delivered exceptional customer service by resolving complex claim inquiries with accuracy, professionalism, and empathy.
- Enhanced customer satisfaction through effective communication and issue-resolution strategies.
- Streamlined documentation and internal workflows, improving departmental efficiency.
- Collaborated with cross-functional teams and maintained strong stakeholder relationships.

Sales Team Lead – Operations – Besttravelz, India

2017 – November 2021

- Led operations for international ticketing, sales, and tour package management.
- Managed end-to-end bookings including flights, hotels, and customized itineraries.
- Supervised and trained sales team members to meet revenue targets.
- Handled complex itineraries, fare searches, reissues, cancellations, and supplier coordination.
- Resolved customer concerns and provided strong support throughout the travel lifecycle.
- Improved sales conversions and streamlined operational processes.

Senior Customer Care Executive – Concentrix India

2021 – 2022

- Supported U.S. retail process (GAP.com) by addressing customer inquiries accurately.

- Maintained strong product knowledge to provide clear and effective assistance.
- Processed orders with high accuracy for new and returning customers.
- Resolved customer issues quickly, contributing to improved satisfaction and retention.

Education

Bachelor of Computer Applications (BCA), 2012

Certifications

Amadeus Certification (Travel Booking System)

Key Skills

- International Travel Sales & Ticketing
- Customer Service & Conflict Resolution
- Tour Package Planning & Operations
- GDS (Amadeus) & Supplier Portals
- Team Leadership & Training
- Claims Inquiry Resolution
- Itinerary Management
- Communication & Client Relationship Building
- Administrative & Multitasking Abilities



Certificate

This is to certify that

Kunal Chandwani

born on 17 November, has passed the IATA course

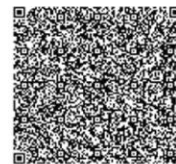
Global Distribution Systems Fares and Ticketing Course - AMADEUS

September 2023

Montréal, Canada

A handwritten signature in blue ink, appearing to read "Willie Walsh".

Willie Walsh
Director General, IATA



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