



KAUSHAL KISHOR

Travel Consultant

PROFILE

CONTACT

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ADDRESS:

5th Floor, Near Chhoti Mata Mandir,
Durga Colony, Sector 39, Gurugram,
Haryana 122003.

HOBBIES

- Learning
- Playing Cricket
- Listening Music
- Traveling

STRENGTHS

- Problem Solving
- Customer Handling
- Result Oriented
- Quick Learner
- Supportive

EDUCATION

Maharaja Agrasen Himalayan Garhwal University
2020- 2023 (B.COM)

Rajkiya Sarvodaya Bal Vidyalaya
2018-2020 (HSC)
Division/Percentage: 83%

WORK EXPERIENCE

Brightsun Travel (Travel Consultant)
24 Feb 2025 – Present

As a Travel Consultant with hands-on experience in airline ticket issuance and reissuance using Sabre, Amadeus, Galileo GDS, and Farelogix & NDC portals. Skilled in both auto and manual reissuance, fare rules handling, and end-to-end booking support.

iEnergizer Limited (Executive Customer Service)
23 Nov 2023 – 19 Feb 2025

As a Travel Partner Relations Executive at MakeMyTrip, I handle flight-related inquiries for domestic and international travel, resolving booking issues, cancellations, modifications, and refunds. With expertise in GDS systems like Amadeus, Galileo, SPRK, and Emirates NDC, I ensure efficient query resolution in line with airline policies

iEnergizer Limited (Assistant Executive Customer Service)
03 February 2022–16 February 2023

I worked as an Assistant Executive in Customer Service, handling outbound calls, emails, and following up with airlines to resolve customer concerns. I also mentored new hires, especially in GDS airline processes

SKILLS

- ✓ Amadeus
- ✓ Galileo (Travel Port)
- ✓ Sabre
- ✓ Farelogix
- ✓ NDC