#### Curriculum-Vita

**SANJAY NAKRA**

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### CAREER OBJECTIVE

To work in a professionally run companies where internal opportunities for growth are immense, and where dedication and performance are recognized and rewarded. Will prefer a position in industry where my knowledge of Spanish could be put to good use.

### EDUCATION

* B.Com. (P) from, Delhi University.
* 12th passed from C.B.S.E.

### PROFESSIONAL QUALIFICATIONS

1. Air Travel fare and ticketing course from **YMCA**.
2. Basic course of Airline, Travel & Tourism management with CRS from Bestt Travel Institute.
3. Done Basic to Diploma Advance course from **Instituto Hispania** in Spanish Language.
4. Done three levels from **Latino Mundo** in Spanish Language.
5. Awaiting for result of D.E.L.E exam (**Diplomas de Español Como Lengua Extranjera** )

### WORK EXPERIENCE

Currently Working with Tech Mahindra Pvt. Ltd. As a Change Co-Ordinator from 20th June 2012 to till now. Tools are: Expedio IM, Genesis y SMT

Worked with V Care Call Centers India Pvt. Ltd. As a Spanish Language Expert from 27th June 2011 to 14th June 2012.

Inbound calls from Spanish customer.

Documents Translations (English to Spanish and Spanish to English).

Emails send to the customer about the Programmes.

Worked with TRACMAIL Ar Services Pvt. Ltd. As a Senior Spanish Collector from 01st February 2010 to 01 June 2011.

Inbound calls, Mails and Chat in Spanish.

Mail sends to customer for Collection.

Worked with Vertex India Customer Service Pvt. Ltd. as a “Business Associate” in a UK Based Travel Agency Lastminute.com from 14th April 08 to 01st June 2009.

Worked with "OMINA BPO" services for INDIAN AIR LINES process as a Reservation/Customer Care Executive in Inbound, Outbound, and TeleCheck - In and Dial-e-Ticket Departments since the month of Dec.2005 to April 2008.

### HER SKILLS, STRENGTHS & PERSONAL ATTRIBUTES

1. Good Knowledge of EXCEL, WORD.
2. Self starter with the ability to work in both independent and team situations
3. Quick learner with the ability of grasp new things.
4. Hard working and sincere person with a strong character.
5. Provide Spanish coaching classes to School Students.

### PERSONAL DETAILS

Date of birth : 13th August 1986

Marital status : Single

Father’s name: Sh. Suraj Nakra

Languages known: Hindi, English, Spanish, Punjabi

Interests: Listening to Music, Traveling, and Cricket

#### Date: Sanjay Nakra