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# Professional Summary

I have 06 years diverse professional experience on Ticketing, Teaching, Training, Public Relations, Coordination, counselling, and Management with different institutions. Additionally, I have exposure and experience of working with the people of diverse culture and nationalities. I have been working with the different international mental approach.

# Personal Bio Data

**D/O Birth: February 26, 1987.**

**Nationality Pakistan**

**Marital Status: Married**

# Reservation and Ticketing Agent (November 2012, March 2014)

**Agency: - Riaz ul Harmain (pvt) Ltd**

**Location:**

**Key Responsibilities:**

* Handling travel agents, corporate clients, and passengers including frequent flyers.
* Assisting passengers as well as agents with fares, net fares, ticketing and refunds.
* Manage pre flight checks.
* Negotiate with domestic and international hotels/agents and maintain relationship.
* Provide information concerning local/international tours, accommodation, fares and travel regulations
* Working with sales which is the customers focused department and was structured and organized to provide the best possible service to all our customers.
* Generating revenue for the airline by strengthen professional relationship with customers increasing passenger revenue.

# Skills

* Customer centric approach
* Excellent communication skills (English) – verbal and written
* Excellent interpersonal skills
* Working knowledge of Sabr, Abacus & Galileo
* Knowledge of markets and international standards and statutory regulations

# Admin Manager (March 2010, October 2012)

**Organization: - System Foundation**

**Location: Islamabad**

**Donor: Plan International Pakistan**

## Major Job Responsibilities

Coordinate academic activities at campus level; participate in all head office meetings, trainings and educational events. Manage all classes and sessions throughout the year. Deal with local staff and motivate them for the betterment of institution and employee as well. Conduct Parent teacher meetings to co-op up the educational hurdles. Arrange motivational speeches and make the learners motivated. Working for the following points on daily bases

* Maintain office record
* Logistic arrangements for events/ meeting
* Office equipments out and in record keeping
* Maintain goods for field staff and manage their travelling issues
* Follow the work plan guided by Project Manager for the whole team
* Move the clerical staff according to the field requirements
* Support Finance officer to manage the financial record
* Attend meetings of hire management for the implementation of the agenda of the project
* Assist with preparation of the budget
* Implement financial policies and procedures
* Reconcile the general ledger
* Prepare and reconcile general bank statements
* Ensure data is entered into the system
* Prepare balance sheets

# Conferences & Workshops Attend

* 15 days teachers training workshop organized by AUSPAK Faisal Town LHR
* 07 days training for leadership competencies organized by MSM Pakistan in Murree
* One day interfaith harmony conference organized by MCDF in LHR
* 05 days carrier counseling workshop organized by BM in LHR

# Awards / Achievements

* Won more than 15 debate & speech competitions from different colleges and universities
* Remain president of speakers forum in college

# Project & Reserch Work

1. Islamic banking & alternative system for interest in the present age.
2. Clash of civilization in modern era
3. Does Islam teach terrorism?
4. Destiny of Muslim Ummah & role of media

# Professional Qualification - Workshop/Courses

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| --- | --- | --- | --- |
| **1** | **Bachelor in Education (B. Ed)** | **2006** | **Allam Iqbal Open University,**  **Islamabad** |

# Academic Qualification

|  |  |  |  |
| --- | --- | --- | --- |
| **1** | **Master in Islamic Studies** | **2009** | **Minhaj Universty Lahore** |
| **2** | **B.A** | **2007** | **University of the Punjab** |
| **3** | ***ICS*** | **2005** | **Board Of Intermediate And Secondary Education, Lahore** |

# Certificates

***Airline Tariff & Ticketing***

* Sabre
* Abacus
* Galileo

***English Language Course***

* ELP Beginner from UCAS (Cambridge Syllabus)
* ELP Junior from UCAS (Cambridge Syllabus)

***DCA***

* Ms office & web browsing
* Basic computer literate
* Expert in research through internet

***Flash Commerce***

* Corel draw 12
* Adobe photo shop CS

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# Professional Skills

* Strong interpersonal skills and abilities to work as a team leader.
* Excellent computer skills in Microsoft Office etc.
* Good decision maker
* Risk & initiative taker
* Effective communicator

# Languages

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| --- | --- | --- | --- | --- |
| **Languages** | **Writing** | **Reading** | **Speaking** | **Listening** |
| **English** | Excellent | Excellent | Excellent | Excellent |
| **Urdu** | Excellent | Excellent | Excellent | Excellent |
| **Punjabi** | Excellent | Excellent | Excellent | Excellent |
| **Hindko** | Excellent | Excellent | Excellent | Excellent |
| **Arabic** | Good | Good | Good | Good |

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