Curriculum Vitae

 

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## Key Competencies

**Customer Service Excellence** – Build rapport with people from all walks of life – deliver’s exemplary customer service, specialising in Booking of Hotels, Conferences and leisure and corporate travel arrangements.

**Proven Travel background**:

* Skilled in managing hotel reservations & special rates
* Highly competent in finding proper location and Hotels where both benefit
* Good problem solving capabilities, honed through working for the biggest travel Management Company
* Handled a team of 10 staff at the Present job
* Good at sharing knowledge and Training people

**Team Worker and Trainer** – A strong team player and leader with a history of training and working with others

**Information Management** – Effective researcher with strength in report handling.

**Computer Literacy** – Conversant with MS Office applications

## Personal Attributes

* Adaptable and flexible
* Quick and eager learner
* Self-motivated, hardworking and reliable
* Team player and leader

**Personal Achievements:**

* N.C.C certificate “C”
* Interuniversity Level Runner ups in cricket
* Nominated in yuva engineers

## Employment History

# **Present Job**

* Explore Global as a Team lead cum Reservations Supervisor from 17 Feb 14 - till date

Explore Global a well-established destination management company based in the heart of London. With the aim of being a provider of first class accommodation to visitors and groups coming to the United Kingdom for either business or leisure.

Job role is to manage day to day operations arrange and the below services as per client requirements.

Monitoring the Quality team Operations Team and their performance.

Formulating new Training programs.

## Hotels/ Apartments

## FIT / GIT Bookings / Trade Fair Tours

## Online Reservation System Maintenance.

## Local attractions,

## Sightseeing tours and guides

## Transfers

## Theatre Tickets

## Restaurants

## Any tailor made services including group enquiries

* With CSR (Corporate Solutions redefined India Pvt Ltd) from 20 Jan 2010 – 05 Feb 14 , Sr Associate.

CSR is a recognized leader in travel industry between the corporate companies, Providing Hotel stay all over the globe with a very competitive negotiated tariff, they are in to Corporate Groups/Events/Meetings/Conferences/ Corporate Incentive Tours.

Monitoring the accounts and counter for the Quality / Collections / Payments and office operations.

Receiving and checking the DSR on day-to-day basis.

DSR updation.

Day to day involvement in operations and travel arrangements for corporate employees.

Signing up new deal between the Hotels.

**Corporate Experience:**

 Worked at virtusa Implant for Three and Half years.

 Working along with virtusa logistics team to closely monitoring for the smooth process.

I have also worked for Mahindra Sathyam, Accenture & Wipro during my tenure in CSR.

**Job Achievements:**

 Out Standing Contribution in Operations.

 Increased revenue for the company

 Contributed to good customer service

Date of Birth : 24th May’ 1987

Marital Status : Married

Mother tongue : Urdu

Language Spoken : Urdu ,English, Hindi and Telugu

Language Written : English , Hindi & Telugu

Academic Qualification

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| --- | --- | --- | --- |
| NAME OF THE INSTITUTION | BOARD / UNIVERSITY | COURSE | Marks Secured |
| GOVT HIGH SCHOOL | Board of Secondary and Higher secondary education  | S.S.C | 70% |
| GIVT JUNIOR COLLEGE  | Board of Intermediate  | MPC & CS | 75% |
| AYAAN ENGINEERING COLLEGE  |  Jawaharlal Nehru Technical University | B.TECH ( E.C.E) | 55 % |

Technical Qualification

Well versed with the operation of Galileo, the central reservation System and PGDCA