**AREAS OF EXPERTISE**

Travel industry Knowledge

Luxury long haul specialist

Selling techniques

Product knowledge

Online reservations

Marketing

Customer service

**PROFESSIONAL**

English Speaker

French Speaker

**PERSONAL SKILLS**

Excellent telephone manner

Self assured

GDS System-Worldspan,Sabre

Shakir

Shakir.269432@2freemail.com

Personal Summary

***Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a clients destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations.***

***Now looking forward to a making a significant contribution with an ambitious travel agency that offers a genuine opportunity for progression.***

Work experience

***Tour Operator – RB Travels & Adventure (RB Group & Events )***

**Assistant Manager** October 2016 - Present

Providing an efficient, courteous, and responsive travel booking service to holidaymakers. Creating tailor-made luxury holidays to suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

***Business Process Outsource – First European InfoTech India Limited***

**Reservation Executive** August 2015 – December 2016.

Responsible for processing Airline reservations by phone letters & email.
Coordinating and following up with the contact points of various Airline to check for availability and confirmation of bookings received. Processing and filling paperwork correctly. Handling customer concern within TAT.
Maintaining daily MIS and follow ups.

***Ground Handling Agency- Freedom Holidays Pvt Ltd(Freedom Event)***

**Traffic Assistant/ Airport Representative** November 2013-July 2015

Dealing with passenger enquiries about flight departures and arrivals. Providing boarding passes and luggage labels. Weighing baggage and collecting any excess weight charges

Primarily responsible to ensure that all arrival guests with flight details are paged and assisted with luggage and transportation. Assists hotel guests during pick and transfer. Receive VIP guests at the airport on behalf of the hotel and provide required assistance.

***GVK Airport – Chatrapati Shivaji Terminus, Mumbai***

**Passenger Relation Officer** March 2011- May 2011

Completed 3 months on **Internship** Basis. Providing personalized service and assistance to our premium passengers at lounges and various areas of the airport. Handle and resolve escalated passenger complaints. Perform any other duties as assigned.

Duties:

* Researching travel options & presenting the best deals in terms of requirements.
* Ensure all bookings & reservations are processed accurately. Responding to all phone enquiries promptly, courteously and in a friendly manner.
* Filing, photocopying and general administrative duties. Building strong relationships with clients.
* Ability to achieve branch, team sales and profitability objectives.
* Up selling relevant add-ons, like, insurance, excursions, currency etc.
* Monitoring bookings throughout the working day.
* Negotiating corporate and best rates with hotels.
* Advising on and organizing visas & passports.
* Booking rail, hotel, domestic and international air travel.
* Monitoring competitor activity in order to maintain the most competitive rates.
* Ensuring travel brochures & promotional literature are displayed prominently.
* Complying with all relevant laws and travel business legislation. Handling high numbers of incoming calls from direct customers and travel trade.
* Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa and Far East.

KEY SKILLS AND COMPETENCIES

* Strong travel coordination skills.
* Experience of marketing local and worldwide travel destinations.
* Able to develop relationships with suppliers to obtain cost effective prices.

ACADEMIC QUALIFICATIONS

**Bachelor in Commerce**

Indira Gandhi National Open University (IGNOU) 2013 - 2017

A levels: Financial Accounting (B) Taxation(B)English(B)Computer SKILLS (B)Industrial Management (C)Business Economics(B)Entrepreneurship Management.(B)Auditing

**Diploma in Airport Management & Customer Care**

Avalon Aviation Academy 2009-2011

A levels: Customer service ethiques (A)Airport operations Basics(A+) Communication & Grooming(A) Business Communication(B)

**Higher Secondary School**

Goa University 2007-2009

A levels: Accounts & Auditing (B) Taxation(B)English(B)Computer SKILLS (B)General Foundation Course (C) Economics(B)Book Keeping.

REFERENCES – Available on request.