**First Name of Application CV No 1647930**

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## OBJECTIVE

To work in an organization which progresses dynamically and offers me greater challenge, recognizes and rewards for the task performed exceedingly well, provides an opportunity to learn and to be able to contribute my skills towards the organization in an efficient and productive manner.

## WORKING EXPERIENCE

* **Grand Midwest Tower Media City (U.A.E) Nov 2015 – currently employed**

Working as **Reservation Executive:**

* Handling room reservations from Travel agent through Email.
* Handing online room bookings (booking.com, Expedia, Agoda, Revato)
* Giving information about system to the trainee’s,
* Generating daily reports for total occupancy, hotel positions, comparison, OTA’s.
* Responding to queries related to rooms.
* Complete correspondence with Front office.
* Changing Online rates in extra net on daily basis.
* Arranging next day’s arrivals.
* Arranging airport pickups.
* Arranging backups for all bookings.
* Checking No shows and updating in extra net.
* Sending bulk Emails to Travel Agents for Stop Sale or Promotions

* **Green Oasis Tourism L.L.C (U.A.E) Nov 2014 – Nov 2015**

Working as **Sales and** **Reservation Executive:**

* Handled all Hotel reservation and queries.
* Handled junior staff in solving issues regarding Hotel booking.
* Handled all kind of air ticketing
* Complete email correspondence with Travel agents and customer.
* Using website to book hotel reservation.
* Handled reservation of all kind of tours
* Knowledge of Visa processing
* Handled Driver schedules
* Handled Facebook page and website
* Worked in Hotel as Travel desk for Sales
* Prepared packages of Tours, Hotel and visa (Graphic designing) in order to increase sales.
* Knowledge of back office ( Technical Department)
* **Travel Solution Pvt Ltd (GALILEO/WORLDSPAN) Sep 2013 – Sep 2014**

Working as **Helpdesk Executive (Call Center):**

* Handled calls of Travel Agents.
* Handled all Queries of Agents regarding Galileo and other errors.
* Handled Coordination with airline
* Complete email correspondence with Travel agents.
* Using software to book hotel reservation.
* Knowledge of back office ( Technical Department)
* Inbound & outbound calls every time.
* Handled capping of all airlines for agents.
* Handled re checking of capping done by others.
* Coordinating with Travel agents for booking of itinerary just to check fares of system and other GDS are same or not.

## QUALIFICATION

* B.Com Karachi University Doing
* I.Com Commerce ( Regular ) 2013
* Matriculation Computer Science (Karachi board) 2011
* 3 Months English Course from Domino

## COMPUTER FAMILIARITY

Word Processor : Microsoft Word (**Expert**)

Spread Sheet : Microsoft Excel (**Expert**)

Operating System : Windows Operating System all Versions

Internet : E-mail Procedure and Web Browsing

Social Network : Facebook, Twitter, Skype

**Diploma in Information Technology** from Intra.

**GALILEO BASIC COURSE** from Travel Solution Pvt Ltd.

**GALILEO BSP COURSE** from Travel Solution Pvt Ltd.

**WORLDSPAN BASIC COURSE** from Travel Solution Pvt Ltd.

## SOFT SKILLS

* Ability to work in team working environment or individually
* Ability to learn and apply new concepts efficiently and effectively
* Analytical skills
* Consulting and user support
* Deadline oriented
* Self-Motivated
* Good English communication skills, written and verbal
* Proficient at Microsoft office and related applications
* Satisfying customer.

## PERSONAL APPEARANCE

Date of Birth : 23-Feb-1995

Religion : Islam

Nationality : Pakistani

Language : English, Urdu, Hindi, Punjabi