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| **Mark** Email Address: mark.295444@2freemail.com Bur Dubai, Dubai | H:\2 X 2 Pic.jpg |

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| **WORK EXPERIENCE** |
| 1. | Position:  | Travel Consultant |
| Duration:  | August 2014 - Present |
| Company:  | Al Rais Travel and Shipping Agencies LLC |
| Job Description:  | Corporate Travel Consultant * Handles local corporate client’s travel requirements, both for executives who go on business trips and leisure and for employees who are taking their annual leave to their home country.
* Ensures all flight reservations, hotel bookings and transfers are processed accurately including processes EMD, AER and such.
* Finding the best travel options and presenting the most competent deals in terms of the corporate’s travel requirements.
* Booking domestic and international air travel and hotel bookings through GDS specifically **Sabre Red** and online web system.
* Supporting staffs and corporate accounts from other branches of Al Rais after office hours with their travel arrangements and needs.
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| 2. | Position:  | Member Service Executive |
| Duration:  | Mar 31, 2014 – July 01, 2014  |
| Company:  | PCCW Teleservices  |
| Department:  | Redemption AML/MPO |
| Job Description:  | Reservations Agent (under Redemption for AML/MPO) for Cathay Pacific Airways.* Provide best-in-class quality services to the members of Marco Polo Club & Asia Miles in order to satisfy needs and retain loyalty to Cathay Pacific Airways & Dragonair.
* Provide one-stop shop service including fare quotations, reserving flights and answering general enquiries.
* Knowledgeable in using **Amadeus Altea Reservation Desktop** in processing Redemption and Reservation tickets for our passenger.
* Assisting passengers in their service requests, including Seat and Meal preferences, Passport, Emergency contacts and other self-service options.
* Booking reservations for Partner Airlines including **ONEWORLD** alliance.
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|  | 3. Position:  | Reservations and Ticketing Agent |
| Duration:  | Jul 17, 2013 – March 06, 2014 |
| Company:  | Teleperformance Philippines |
| Job Description:  | I worked as a Reservations and Ticketing Agent for Hawaiian Airlines.* Able to process reservation and ticket reservation in our GDS (Sabre). Processes different type of reservations over the phone like Award Booking, Paid Reservation, Pet Reservation, Special Types of Fares and Flight Listing/Employee Fare.
* Take changes, or cancel future reservations accurately. Providing all DOT related information and restrictions to the guests. Connecting calls to other line of business if necessary.
* Handles inbound/outbound calls. Responds to customer calls using product knowledge. Resolving customer questions and issues about their reservations. Processes special service request to the guest.
* Accessing our queues in checking PNR errors.
* Provide callers with information regarding flights, fares. Promote and sell airline seats to direct customers. Locate available flights and the best connections for our passengers.
* Answers telephone inquiries about arrival and departure times and flight schedules. Take calls and answer questions about airline regulations.
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**ONLINE COURSES/TRAINING ATTENDED**

**SABRE BASIC RESERVATION – QREX AND REFUND**

August 21 – 24, 2014

Emirates Aviation College

Dubai, United Arab Emirates

**DIPLOMA IN INTERNATIONAL TOURISM WITH ENGLISH LANGUAGE STUDIES**

ALISON FREE ONLINE COURSE

**DIPLOMA IN TOURISM STUDIES**

ALISON FREE ONLINE COURSE

**CERTIFIED TRAVEL ASSOCIATE**

CTA – currently enrolled with the program

**REFERENCES**

**\*AVAILABLE ON REQUEST**