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**Kamran**

**Kamran.298918@2freemail.com**

**(Travel Professional)**

**Prior Experience:**

More than 20 Years in Customer Service: Having rich experience in Supervising, Training new staff, Air-Ticketing and IT Support.

**Industry Sector Experience**

* Airlines and travel Agencies
* Textile

**Skills Summary:**

* Excellent telephone manner and customer service skills.
* Ability to work shifts and weekends - occasional overtime / overnight
* Having the ability to listen to, understand and defuse difficult situations
* Strong leadership quality and decision making ability.
* Excellent customer service oriented.
* Excellent analytical & problem solving ability.
* Ability to work under pressure environment.
* Ability to achieve the target within the time frame.
* **Excellent IT support knowledge,** full command on MS Word, MS Excel, Outlook Express , Basic knowledge of Windows/Networks environments
* Excellent communication skills fluent Arabic speaking/Read/Write

**Key skills summary:**

* **Excellent IT support knowledge,** full command on MS Word, MS Excel, Outlook Express , Basic knowledge of Windows environment
* Network and environment monitoring
* Full command on Galileo , Sabre and Amadeus Systems
* Can adopt any software/ system according to the requirements of the environment

**Professional Experience:**

* **Supervisor** AT Al Mashreq Tourism and Holidays Sharjah, (Apr-2015 To Date )

**Job responsibilities:**

* Providing technical support over the phone to all IT users of the travel agency
* Trouble shooting all the system hardware/software related issues
* Updating antivirus
* Checking and monitoring of system availability
* Handling incoming incidents via the phone / e-mail promptly and effectively.
* Updating support documentation.
* Keeping customers updated as to progress
* Making Reservation & Issuing Tickets for Corporate Clients
* Designing corporate newsletter on Publications.
* Keeping all documentations related to the business in a primary database
* Supervised the staff and trained new staff on software for ticketing used within the travel agency.
* **Senior Business Consultant** AT Al Faisal Travels& Tourism Agency Sharjah, (Feb-2008 TO Feb-2015)

**Job responsibilities:**

* Making Reservation & Issuing Tickets for Corporate Clients
* Designing corporate newsletter on Publications.
* Keeping all documentations related to the business in a primary database
* Supervised the staff and trained new staff on software for ticketing used within the travel agency.
* Providing technical support over the phone to all IT users of the travel agency
* Trouble shooting all the system hardware/software related issues
* Updating antivirus
* Checking and monitoring of system availability
* Handling incoming incidents via the phone / e-mail promptly and effectively.
* Updating support documentation.
* Keeping customers updated as to progress
* **Holidays Consultant** AT Emirates Golden Wings Tours L.L.C. Dubai (Aug-2003 TO Dec-2007)

**Job responsibilities:**

* Dealt with corporate & retail business.
* Preparing & launching Umrah Packages and worldwide.
* Making reservation & issuing ticketing.
* Arranging Car rental & City Tours & Safaris.
* Book keeping and maintaining records of invoices.
* Supervised the staff and trained new staff on software for ticketing used within the travel agency.
* Providing technical support over the phone to all IT users of the travel agency
* Trouble shooting all the system hardware/software related issues
* Updating antivirus
* Checking and monitoring of system availability
* Handling incoming incidents via the phone / e-mail promptly and effectively.
* **Counter Supervisor** AT Al Zora Travel AND Cargo Agency Sharjah (Feb-1998 TO Jul-2003)

**Job responsibilities:**

* Making International Reservation.
* Issuing Tickets, Hotel Vouchers & Generating Invoices.
* Design Cruise Packages.
* Communicate with tour operators/lenders for special fares/hotel rates.
* Designing holiday packages for costumers.
* Dealing with different companies for business perspective.
* Making sales report.
* Supervised the and train new staff
* **Counter Supervisor** AT Al Fandi Al Mazroui Travel And Tourism Agency Abu Dhabi (Sep-1996 TO Jan-1998)

**Job responsibilities:**

* Making International Reservation. Issuing Tickets, Hotel Vouchers & Generating Invoices.
* Design Cruise Packages.
* Communicate with tour operators/lenders for special fares/hotel rates.
* Designing holiday packages for costumers.
* Dealing with different companies for business perspective.
* Making Marketing Strategies to improve sale (including fare lists, circulars & other marketing policies)
* Introduced different kinds of promotional schemes to increase yield, like giveaways, lunch for the top selling company of the month.
* Making fortnightly sales report & report directly to the GM.
* Supervised the staff.
* Trained new staff.
* **Travel Consultant Corporate** AT Salem Travel Agency Abu Dhabi (Aug-1995 TO Aug-1996)

**Job responsibilities:**

* Hotel Reservation & booking of Rent a Car for corporate clients.
* Making Reservation & Issuing Tickets.
* Look after all travel related issues for corporate business
* **Counter Supervisor** AT Gullivers Travels (Pvt) limited Karachi (Jul-1990 TO Jul-1995)

**Job responsibilities:**

* Joined as a Counter Staff, within 03 years, promoted as a Counter Supervisor due to my hard working & efficiency.
* Manual Fare Calculation, Reservation & Issuing Domestic & International tickets.
* Checking Travel Documents / Visa Restrictions

**EDUCATIONAL AND PROFESSIONAL ATTAINMENT:**

* **B.Com** (Bachelor In Commerce)
* **Diploma** (Peach Tree )
* Certificate in Air Ticketing & Tariff and Computer Reservation from Electro Institute – Karachi, Pakistan in 1990.
* Two Weeks Passenger Tariff & Ticketing Course held by Pakistan International Airlines – Karachi, Pakistan in 1993.
* One week Amadeus Reservation & Ticketing Course, conducted by Amadeus in September 2001.
* One week Sabre Reservation & Ticketing course Arranged by Pakistan International Airlines in February 2002.
* One week Amadeus Advance Ticketing, Pricing & BSP Training Course conducted by Amadeus in February 2002.
* One Week Sabre Advanced Pricing &Ticketing Course conducted by EmQuest, Emirates – Sharjah, UAE in December 2008.

**PERSONAL DETAILS:**

* Date of birth: August 20, 1971
* Marital status: Married
* Languages: English, Urdu, Arabic
* Visa Type: Employment

**REFERENCE:** Professional and career references can be furnished on Demand.