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| --- | --- | --- | --- | --- | --- | --- |
|  | | | FE [FE.325969@2freemail.com](mailto:FE.325969@2freemail.com) | | | |
| Proposed Position: | | Travel Consultant | |
| Year of birth: | | 1969 | |
| Nationality: | | Filipino | |
| Years of experience: | | 24 years | |
| Objective: | | | | | | |
| * To be part of prestigious company with opportunities for a career growth that requires skill, leadership, capabilities, creativity, aggressiveness and initiative. | | | | | | |
| Profile: | | | | | | |
| * Extensive knowledge in airlines ticket, sales and marketing * Good leadership and team coordination skill * Hardworking and reliable * 24 years professional experience in airlines ticketing staff | | | | | | |
| Experience Records: | | | | | | |
| LEADING AIRWAYS DUBAI  Reservation & Ticketing Supervisor  Jun 01, 2005-Dec 2016 | | | | | | |
| * Job Functions: * Supervise all ticketing staff including scheduling, training and motivating assign ticketing staff duties and assignment as needed. * Oversees compliance with policies and procedures. * Manages all ticketing equipment and supplies. * Works closely with the event supervisory team to inform them of the member of riders far in advance of each departure. * Works closely with corporate central reservations department for coordination policies and procedures. | | | | | | |
| QATAR AIRWAYS, PHILIPPINES  Passenger Sales Executive  June 01, 2002 –April 30, 2005 | | | | | | |
| Job Functions.   * Promote the product and dealing with different agents and to develop other market * Responsible for computing fares that agent requested whether long haul or short haul journey * Develop new business and captured new prospective agents. * Coordinate with the reservations when it comes to booking * Uncover market intelligence and proposes strategic action plan in order to achieve passengers revenue budgets. * Identifies business opportunities and sales development. * Organized FAF Trip's and sales blitz for potential agents. * Recommends sales and marketing strategies to attain sales targets * Monitor agency performance * Responsible for submission of daily and weekly sales call reports. * Update operating statistic and statistical report * Gathered airline data thru market intelligent data transfer. | | | | | | |
| **GULF EXPRESS CORPORATION – GSA OF GULF AIR PHILS.**  **Ticketing Counter / Reservation Agent / Flight Controller and Rate Desk**  **July 15, 1995 to Oct. 15, 1999** | | | | | | |
| Job Functions:   * Handles ticketing reservations, PTA Transactions and fare computations * Basic knowledge in computing fares * Assists and trains newly hired staff * Perform duties that may be required by branch manager and Gulf air principal * Prepares daily and weekly transactions and BSP uplift report * Handles SABRE and ABACUS computer * Conduct telephone sales / marketing and reconfirmation * Handles inquiries and transactions related to reservation such as new booking reconfirmation, follow-ups and cancellation * Firming Flight | | | | | | |
| **DIMERCO AGENCY GROUP PHILS – GSA OF GULF AIR PHILS**  **Ticketing Agent / Rate Desk**  **July 01,1991 to July 15, 1995** | | | | | | |
| Job Functions:   * Handles inquiries and transactions related ticketing and fare computation * Handles ticketing including tour packages, reservations PTA Transactions and fare computation * Prepares monthly statistical report * Arrange travel itineraries and fare computation * Organized group bookings * Assist the needs of passengers in terms of service quality * Handles medical and incapacitated passengers. * Received all incoming and outgoing PTA's * Handles refund for unused outgoing PTA's | | | | | | |
| **GULF AIR PHILLIPINES**  **Passenger Service Agent**  **Oct 02,1992 to Nov. 30, 1992** | | | | | | |
| Job Functions   * Assist MIASCOR (GF Ground Handling Agent)with regards to traffic of passenger during arrival and departure * Prepares monthly statistical reports on flown versus no shown passenger, meal wastage, passengers uplift and comparative load reports * Prepares documents such as flight statistic, general declaration and other necessary documents for the flight. | | | | | | |
| **FAR EAST BANK, PHILS**  **New Accounts Clerks**  **May 1990 to Oct 1990** | | | | | | |
| Job Functions:   * Responsible for processing for all new transactions and assisting new customers. * Helps customer set up new checking, savings and investment accounts. | | | | | | |
| TRAINING AND SEMINARS ATTENDED | | | | | | |
| Nov 27-29 , 2013 Certificate | **Fares and Tariff Refresher Course**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| Nov 05-06, 2013 Certificate | **Creative Problem Solving Course**  Qatar Airways Learning Centre –Head Office Doha Qatar | | | | | |
| Sept. 24, 2013 E Learning | **One World Staff Travel** –Reservations& Ticketing Course | | | | | |
| June 21-22, 2013 Certificate | **Five Star Team Building –I Care Course**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| Nov 27-29 , 2011 Certificate | **Fares & Tariff Refresher**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| June 06-09, 2011 Certificate | **Amadeus Supervisory**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| April 11-16, 2009 Certificate | **Advanced Passenger Tariff**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| April 11-13, 2007 Certificate | **Supervisory & Leadership Skills Course**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| Feb 15-16, 2006 Certificate | **Electronic Ticketing**  Dubai Qatar Airways Branch | | | | | |
| August 01-03, 2006 Certificate | **Amadeus Supervisory** | | | | | |
| October 11-13, 2006 Certificate | **Amadeus Central Ticketing &Electronic Ticketing Supervisory Course**  Qatar Airways Learning Centre-Head Office Doha Qatar | | | | | |
| Feb 15-16, 2006 Certificate | **Electronic Ticketing**  Dubai Qatar Airways Branch | | | | | |
| December 2004 Certificate | **Delivering Excellence Workshop**  Philippines, Dusit Hotel | | | | | |
| November 2004 Certificate | **Professional Telephone Behavior**  Philippines, Dusit Hotel | | | | | |
| October 2004 Certificate | **Intermediate Tariff Workshop**  **Thailand Bangkok** | | | | | |
| October 2003 Certificate | **Intermediate Passenger Tariff**  Qatar Airways Training Centre | | | | | |
| October 2002 Certificate | **Basic Passenger Tariff**  Qatar Airways, Training Centre Doha Qatar | | | | | |
| November 2002 Certificate | **Amadeus Negotiated Fares**  Amadeus Training Centre – Manila Philippines | | | | | |
| September 2002- Certificate | **Product Awareness Course**  Qatar - Head Office Manama, Bahrain. | | | | | |
| July 12, 1999- Certificate | **Passenger Basic Tariff**  Gulf Air Training Centre – Head Office Manama, Bahrain | | | | | |
| July 24, 1996 Certificate | **Customer Service**  Gulf Air Training Centre – Head Office Manama, Bahrain | | | | | |
| October 09, 1993 Certificate | **Falcon Host Reservations**  Gulf Air Training Centre.-Manama Bahrain | | | | | |
| Employment History: |  | | | | | |
| Jun 01, 2005-Dec 2016 | QATAR AIRWAYS DUBAI – RESERVATION AND TICKETING SUPERVISOR | | | | | |
| June 2002 – April 2005 | QATAR AIRWAY PHILS – PASSENGER SALES EXECUTIVE | | | | | |
| July 1995 – Oct. 1999 | GULF EXPRESS CORP. – TICKETING COUNTER / RESERVATION AGENT/  FLIGHT CONTROLLER AND RATE DESK | | | | | |
| July 1991 – July 1995 | DIMERCO AGENCY GROUP – TICKETNG AGENT / RATE DESK | | | | | |
| Oct. 1992 – Nov. 1992 | GULF AIR PHILS – PASSENGER SERVICE AGENT | | | | | |
| May 1990 | FAR EAST BANK- NEW ACCOUNT CLERK | | | | | |
| Educational Background |  | | | | | |
| Tertiary / University | Philippines Christian University  Bachelor of Science in Business Administration  March 1986 to 1990  Member of Phil. Institute of Accountant  DataPro Computer College  Excel Window 98  January to February 2000 | | | | | |
| Secondary School | Torres High School  March 1986 to 1990 | | | | | |
| Personal Information. |  | | | | | |
| Date of Birth | May 11, 1969 | | | | | |
| Place of Birth | Manila | | | | | |
| Age | 47 year old | | | | | |
| Status | Married | | | | | |
| Height | 5'4" | | | | | |
| Weight | 162 lbs. | | | | | |
| **Languages:** | | | | | | |
|  | | **Speaking** | | **Reading** | | **Writing** |
| Tagalog | | Mother Tongue | | Mother Tongue | | Mother Tongue |
| English | | Fluent | | Fluent | | Fluent |