|  |  |
| --- | --- |
|  | FE 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 DUBAIReservation & Ticketing SupervisorJun 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 ExecutiveJune 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 UniversityBachelor of Science in Business AdministrationMarch 1986 to 1990Member of Phil. Institute of AccountantDataPro Computer CollegeExcel Window 98January to February 2000 |
| Secondary School | Torres High SchoolMarch 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 |