**Alex Francis D’Souza – CV No.** **1994862**

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| |  |  | | --- | --- | | **Career Objective** | | |  | With over 25 years of travel service experience, I look to utilize my expertise and work experience for the growth of the organization and seek to work in a friendly environment and be part of a professional team.  To achieve the objective of the organization byutilizing my energy and enjoying the passion I have for the travel industry. |   **WORK EXPERIENCE** | |
|  | Office-In-Charge And Sales Supervisor (May ’94 –till date)  **Responsibilities:**  Looking after day-to-day operations and administration at Dnata, Fujairah. Maintaining a high standard of servicedelivery.  Supervising and managing staff including allocating duties and trainings.  Managing staff leave and overtime  Achieving sales target as per the budget  Supportingsales teams to maintain repeat business and find leads for new opportunities, while providing vital market feedbackand follow up on after sales services  Reporting to line manager Sharjah on weekly basis  As well as reporting on sales and refunds to Dnata Revenue Accounts  Shop Sales Reporting – Daily / Weekly / Monthly.  **Al Fardan Travels**Counter Supervisor (Mar ‘92 – till April ’94)  **Responsibilities:**  Supervising and managing staff including allocating duties and trainings.  Managing staff leave and overtime  Achieving sales target as per the budget  Maintain high service standards and report to manager on monthly basis**.**  **Cambata Aviation Pvt. Ltd**Airport Counters/Ramp Supervisor  (May ‘87 – Oct ‘91)  **Responsibilities:**  Airport ramp duties supervision of baggage loading and unloading  Container/pallet loading and unloading at aircraft site  Duty allocation for ramp staff and cabin cleaning staff  Cargo duties like dispatch of cargo containers to cargo warehouse and receive cargo for dispatch on flight  Supervision of baggage control duties at departures and arrivals  Baggage check and check in duties as per airline requirements  **Mc. Coy Travels** Counter Staff (Feb ’84-Apr ’87)  **Responsibilities:**  Counter staff duties for airline ticketing and reservations.  Hotel and tourist visa arrangements for retail clients |
| **Education**   |  | | --- | | Graduate (BSc) |   **Training** | |
|  | * Dnata – Smart Sales And Telephone Sales Techniques * Dnata / Emirates – Sales Presentation Skills * Emirates – Mars And Easy Mars Reservations * Emirates – ATB And E-ticketing * Emirates – Standard / Advance Fares And Ticketing * Dnata – Standard / Advance Fares And Ticketing * Saber / Galileo – Done Reservation, Fares And Ticketing * DFO – Done Fundamentals, Advance And Product Workshop * Introduction To Civil Aviation * Fraud Awareness And Fraud Detection * New IATA Fares Construction * Computer Orientation – With Microtec Computers Bombay * Proficient in MS Office (Word, Excel, Power Point etc.) * Internet and Email Applications |
| **SKILLS** | |
|  | * 25+ years of aviation experience * Good communicational skills and interpersonal relations * Strong supervisory and leadership qualities * Friendly and motivational team leader * Ability to work under pressure * Excellent at multi-tasking * Possesses great negotiating skills |
| **Languages** | |
|  | * English - Speak (Fluent), Read (Fluent), Write (Fluent) * Hindi/Urdu - Speak (Fluent), Read (Moderate), Write (Moderate) * Arabic - Speak (Moderate) |

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| **Personal information** | |
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| **Alex Francis D’Souza – CV No.** **1994862**  To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com) Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |