

#  RAFI

# email: rafi.351549@2freemail.com

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###### Travel Manager/Travel Consultant/Training/Learning & Development Specialist

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A highly motivated and creative professional with more than 19 years’ combined experience in the areas of travel, customer service, fare construction administration and learning & development.

## Summary of Qualifications

* Trained and experienced in IATA-UFTAA as well as British Airways, Galileo, Sabre and Amadeus computer reservation systems, Internet research, MS Word, and MS Excel.
* Talent for conveying the “vision” of a place, inspiring excitement and enthusiasm. Able to analyze and fulfill guests’ dreams and expectations for their trip.
* Able to work under pressure in fast paced and time sensitive environments and handle multiple projects simultaneously.
* Versatility in dealing with a broad spectrum of industry issues.
* IATA-UFTAA authorized instructor to teach Foundation/Consultant/GDS Fares & Ticketing (Galileo).

Areas of expertise include

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| * Learning & Development
 | * Contract Negotiation
 | * Fare Construction
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| * Sales and Marketing
 | * Trust Building
 | * Client Relations
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| * Needs Assessment
 | * Communication
 | * Leadership
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| * Tour packages
 | * Caribbean Packages
 | * Domestic/International Travel
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### Professional Highlights

AL HIND Tours and Travels Calicut, Kottakkal, Kerala, India

(alhind Academy)

 **BDO(Business Development Officer)** Feb-2016-Present

 **Principal** May2012-Aug 2015

* Manage and co-ordinate the day-to-day operation all matters related to branch premise
* Provide Training in IATA/UFTAA level, Foundation/Consultant/GDS Fares & Ticketing (Galileo).
* Manage and co-ordinate the day-to-day operation including advertisement and students related matters and communication with IATA.

AKBAR ACADEMY OF AIRLINE STUDIES, Manjeri, Kerala, India Sep 2009-May 2011

 **Principal**

* Manage and co-ordinate the day-to-day operation all matters related to branch premise
* Provide Training in IATA/UFTAA level, Foundation/Consultant/GDS Fares & Ticketing (Galileo).
* Manage and co-ordinate the day-to-day operation including advertisement and students related matters

 AKBAR ACADEMY OF AIRLINE STUDIES, Tirur, kerala, India Aug 2006-Aug 2009

 **Senior Instructor & Administration**

* Provide Training in IATA/UFTAA level, Foundation/Consultant/GDS Fares & Ticketing (Galileo).
* Administration and correspondence with IATA regarding IATA/UFTAA ATC Authorization.
* Manage and co-ordinate the day-to-day operation including advertisement and students related matters

 **AL- MUAYED WINGS Tour and Travel Agent, Riyadh - KSA**  May 2004 – May 2006

####  Travel Consultant & Senior Sales Executive

* Provide top notch travel booking and sales techniques to professional travel agents for corporate and individual clients including group booking travel packages and last minute travel and Construct applicable logical lowest fare for their itinerary.
* Meet or exceed client expectations. Awarded and recognized for outstanding client relationship skills.

 AIR INDIA – National Marketing. Division, Sitar Help Desk (SABRE)

 Kozhikode, Kerala, India

 **Customer service** Nov 2003 – April 2004

* Answer all type of calls for SABRE information and functional entries.
* Resolved trouble calls from SABRE users (Travel Agency).
* Co-ordinate Technical Engineers, Installation and reinstallation SABRE Connections and SABRE EVOYA.
* Visit Travel Agencies and maximum utilize SABRE and avoid misusage

 SANTOSH AIR TRAVEL SERVICES Pvt. LTD (Perinthalmanna)

 Kozhikode, Kerala, India Jan 2003 - Oct 2003

####  Counter Supervisor

* Supervise passenger sales Counter.
* Construct lowest logical fare
* Visa assistance, Hajj, Umrah, Domestic tourism packages, tailor made tours

 NATIONAL TOUR AND TRAVELS

 Kozhikode, Kerala, India June 1997 - Dec 2002

 **Sales Executive**

* Handle different International Domestic Passengers
* Issued Automated Ticketing.
* Passport and Visa assistance, Hajj, Umrah, Domestic tourism packages tailor made tours.

### Educational Qualification

* MSC Psychology (Madras University) Doing
* Bachelor in Arts (History) (Tourism, General Economics)University of Calicut, Kerala, India.2002
* Pre-degree (Science) P.S.M.O College Tirurangadi. University of Calicut, Kerala, India.1997

### Professional Qualification

* IATA Management of Training Oct 2013 ,Delhi India.
* Airline Marketing. Oct 2006
* IATA/UFTAA Advanced Course. 1999
* IATA/UFTAA GDS Fares & Ticketing(Galileo) 2005 (Passed with Distinction)
* British Airways Fares & Ticketing level-2 (Passed with 99% Mark).2001
* City & Guilds Certification in Air fares and ticketing level-2 (Chameleon training / British airways Berkshire-UK). 2002
* Diploma in Airline Ticketing & Travel Management, SATM-Cochin.1998
* Sitar Basic Training Course Fares and Ticketing (SABRE).2003
* Galileo Reservation System.1998
* AMADEUS Reservation and Ticketing.2005
* IATA/UFTAA Management course. (Course completed. Client ID – 165838)
* Station management (Course completed, Client ID-16760)

### Personal Details

Nationality : Indian

Age/Date of birth : 38 / 20 Jun 1979

Sex : Male

Religion : Islam-Muslim

Marital Status : Married

Languages Known : English, Malayalam, Arabic, Hindi, and Tamil

Passport details :

Issued on 15 Feb 2017 Exp. on 16 Feb 2027

Driving license details : (Indian)

Light Motor Vehicle

Issued on.10March 2000, Exp.on.09 March 2020.