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**INSAM**

**Email:** [**insam.354056@2freemail.com**](mailto:insam.354056@2freemail.com)

**Objective**

A Professional having 8 months experience from Leisure Industry mainly of Travel & Tourism Company is looking for a prosperous career in the similar industry to be specialize in Reservation/Ticketing/Customer Service

**Skills**

* Having experience as Reservation and Operation Executive
* A professional with a proactive attitude, capable of creating new ideas/solutions.
* Good communication skills clubbed with excellent relationship building & interpersonal Skills.
* Adaptable, eager to learn more and seeks continuous knowledge about the industry in a highly motivating and stable atmosphere.
* Reasonable experience in exploring & developing new client’s base, accelerating growth & achieving desired goals.

**Indian Experience**

## Al-Hind Tours & Travels Kerala (Feb 2016 – Sep - 2016)

***Designation:*** Reservation & Ticketing Officer

**Responsibilities:**

* Respond to all telephone enquiries promptly, courteously and in a friendly manner.
* Respond to all, e-mails, faxes from corporate/individual clients.
* Ensure all bookings & reservations are processed accurately.
* Monitoring bookings throughout the working day.
* Booking, Issue of tickets, Re-issuance and refunds for domestic and international air travel in Amadeus and Galileo software.
* Building strong relationships with clients.
* Arranging and attending meetings with new and existing clients.
* Seek new sources of revenue through research and contacts.
* Able to work independently, meet tight deadlines and work under pressure with minimum supervision.
* To check rates & availability of various hotel type India, Gulf and Europe
* Arranging Tour packages which include Hotels, tours & car rentals.
* Reconfirm & offline bookings, noting cancellation /amendment as per deadline, no show, and early departure based on the Hotel's direct contact.
* Office organization - involves setting up proper filing system, ordering supplies.
* Communicate with customers as and when required.
* Hardworking and dedicated to the companies objectives
* Preparing promotional materials and displays

**Education**

**Academic:**

* Bachelor of Business Administration – Calicut University, Kerala, India
* Higher Secondary School – Higher Secondary Board , Kerala , India

**Professional:**

* IATA/UFTAA Consultant certificate from Montreal Canada
* Basic Air fares & Ticketing
* Amadeus CRS
* Galileo CRS
* MS Office and Basic Computer Fundamentals

**Personal Information**

* Date of Birth : 30th January 1992
* Languages Known : English, Hindi & Malayalam
* Marital Status : Single
* Nationality : Indian

**References:** Can be provided upon request

**Declaration**

I do hereby declare that the information furnished above is true to the best of my knowledge.

INSAM

Place: Dubai, UAE