**SHAKEEL**



E-Mail: [shakeel.360862@2freemail.com](mailto:shakeel.360862@2freemail.com)

**SENIOR TRAVEL CONSULTANT**

To hold a position in the tourism and hospitality industry with significant responsibilities that will effectively utilize my communication and organizational skill thereby contributing to the firm to the best of my abilities

|  |  |
| --- | --- |
| **AREAS OF EXPERTISE**   * **Holiday Packages** * **Ticketing** * **Computer Reservation: System: GALILEO,AMADEUS** * **Hotel Reservation Systems: GTA, EKH, LOH, WTS** * **Car Rentals** * **Office Suite : Microsoft Office** * **4+ Years of Experience in UAE** | **PROFILE SUMMARY**   * **A focused professional** with nearly **9 years of experience in Travel and Tourism Industry** * Highly proficient in managing the complete day – to –day operations of a travel agency, leading and mentoring a team to meet the corporate goals and objectives of the company * Expertise in reservations, ticketing, hotel booking, car rental, leisure travel products and an excellent coordinator of diverse travel services * Extensive contacts with the sub – agents and corporate clients and knowledge of U.A.E. market with an ability to communicate effectively at different levels of intellect * Experienced in strategic planning that will deliver ambitious growth and increasing profits * Delivering personalized care and attention to each and every customer by taking extra steps if necessary, to ensure complete customer satisfactions * Promoting and selling travel products and services |

**Key Strengths**

* Highly self-motivated and self-driven with consistent follow through capabilities.
* Proven ability to maintain the highest possible level of client and company confidentiality.
* Hard work & Responsible Natured.
* High level of ambition and motivation to work in a result oriented environment.
* Great team player, friendly and enthusiastic with exceptional customer service skills.

**CAREER SUMMARY**

* Worked as **Senior Travel Consultant** at Sand Set Tourism & Travel LLC Dubai, UAE from July'12 to Sept’16
* Worked as **Travel Consultant at** Akbar Travels of India Pvt Ltd Mangalore, India from May’11 to May'12
* Worked as **Sales In charge** for Al Obaidani Stores & Co, Muscat from March'10 to March'11.
* Worked as **Counter Staff-Reservation & Ticketing** at Saudi International Travels, Mangalore, India from October'07 to January'10

**ORGANISATIONAL EXPERIENCE**

**Company : Sand Set Tourism & Travel LLC Dubai**

**Period : From Jul 2012 to September 2016**

**Designation : Senior Travel Consultant**

**Duties:**

* Making professional, accurate, cost effective travel arrangements for clients by providing excellent customer service.
* Responding to all phone/email enquiries promptly, courteously and in a friendly manner.
* Building strong relationships with clients.
* Advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
* Ensuring all the bookings & reservations are processed accurately.
* Preparing customised itineraries to suit the clients’ preferences and budget.Monitoring competitor activity in order to maintain the most competitive rates.
* Making and confirming bookings, often via a Global Distribution System.
* Issuing tickets, EMD or relevant documents.
* Modifying existing bookings to suit a change in clients’ circumstances.Make alternative booking arrangements if changes arise before or during the trip.
* Up selling relevant add-ons, like, insurance, excursions, day trips, etc.
* Ability to achieve branch, team sales and profitability objectives.
* Providing up to date advice on travel regulations including visa and medical requirements, baggage limits, safety and local customs.

**Highlights:**

* Increased the market share of Sand Set Tourism& Travel and achieved consistent growth year by year and gained recognition for SandSet Travels as a reputed travel service provider.
* Working closely with the management, staff, sub-agents and corporate companies to position the company, for continued growth and market expansion
* Handled re-issuance, re-routings,revalidation of tickets, issuance of EMD, calculationof fares based on any changes in the itinerary.
* Responsible for making travel related reservations and issuing tickets to VIP and corporate clients, taking care that all relevant airline rules and regulations have been compiled with, and that the product delivered is commensurate with client requirements and expectations.
* Delivered personalized care and attention to each and every customer by taking extra steps, if necessary, to ensure complete customer satisfaction.

**Company : Akbar Travels of India Pvt Ltd Mangalore**

**Period : From May 2011 to May 2012**

**Designation : Travel Consultant**

**Duties:**

* Making professional, accurate, cost effective travel arrangements for clients by providing excellent customer service.
* Responding to customer travel requests received via all means of contact -in person, phone, e-mail or fax, for reservations (air, rail, hotel, rental car other modes of transportation) in the most efficient, courteous and timely manner.
* Promoting the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiating contracts.
* Ensuring all the bookings & reservations are processed accurately.
* Making and confirming bookings, often via a Global Distribution System & issuing tickets or relevant documents.
* Modifying existing bookings to suit a change in clients’ circumstances.Make alternative booking arrangements if changes arise before or during the trip.
* Monitoring bookings throughout the working day.

**Company : Al Obaidani Stores & Co, Muscat**

**Period : From Mar 2010 to Mar 11**

**Designation : Sales In charge**

**Duties:**

* Understanding customer needs, providing excellent level of customer service & recommending suitable product/brand.
* Maintaining eye catching effective displays & high standards within the store.
* Listening to customer requirements and presenting appropriately to make a sale.
* Recording sales and order information and sending copies to the sales office, or entering figures into a computer system.
* Reviewing own sales performance, aiming to meet or exceed targets.
* Attending team meetings and sharing best practice with colleagues.

**Company : Saudi International Travels, Mangalore**

**Period : October'07 to January'10**

**Designation : Counter Staff-Reservation & Ticketing**

**Duties:**

* Handling International and Domestic Ticketing (re-issuance, Voiding etc.)
* Creating Client profile with the help of GDS
* Monitoring the Global Distribution queues daily to maintain quality control.
* Give the appropriate services to the client and maintain the strong relationship with them.
* Promoting the acceptance of fares, rates and suppliers that match the client's travel policy
* Responsible for coordinating travel, including handling on line fulfilment, ticketing, answering phone calls for changes and special requests.

**EDUCATION**

* Pursuing Bachelor of Tourism Studies,BTS (final year) from Indira Gandhi National Open University (IGNOU),Delhi.
* **IATA/UFTAA FOUNDATION & EBT COURSE Affiliated to Montreal Canada**, completed successfully from Four Wings Institute of Travel And Tourism Management, Mangalore.
* Diploma in Computer Application from Karnataka Computer Academy.
* P.U.C. completed successfully from Mahatma Gandhi Memorial College, Udupi.
* **COMPUTER RESERVATION SYSTEM(CRS)-** Galileo, Amadeus.

**PASSPORT DETAILS**

Place of Issue Bangalore

Date of Issue 18/01/2017

Date of Expiry 17/01/2027

**VISA DETAILS**

Visa Status Visit Visa

Date of Expiry 22/06/2017

**PERSONAL DETAILS**

Date of Birth: 14th June 1986

Languages Known: English, Hindi, Arabic, Kannada, and Urdu.

Nationality: Indian

Marital Status: Married

Reference: Available on request.

**Declaration:**

I hereby declare that all the information furnished in this is true to the best of my knowledge.

Date : Shakeel