**MOHAMMED**

**Visa Status: Employment**

**Email:** [**mohammad.369351@2freemail.com**](mailto:mohammad.369351@2freemail.com)

OBJECTIVE:

Seeking a suitable position in a reputable and growing organization in order to utilize my knowledge and experience gained by working some fine firms in the world and further to enhance my career development and advancement.

FUNCTIONAL SUMMARY:

* Good interpersonal and communication skills.
* Ability to adapt to new environments and willingness to learn.
* Hardworking, loyal & honest.
* A record of having fulfilled all given jobs to satisfaction.
* Self-motivated and ambitious, with a strong drive.
* Experienced in working independently and achieving desired goals.
* Ability to work under pressure and meet deadline

**VALID UAE DRIVING LICENCE**

WORKING EXPERIENCE:

1. **Travel consultant at Obaid Sheikh Travel in Dubai (Sep 2012 - Present)**

**JOB DESCRIPTIONS**:

* Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
* Diagnose the clients’ specifications and wishes and suggest suitable travel packages or services
* Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
* Supply travelers with pertinent information and useful travel/holiday material (guides, maps, event programs etc.)
* Collect deposits and balances
* Use promotional techniques and prepare promotional materials to sell itinerary tour packages
* Handle unforeseen problems and complaints and determine eligibility for money returns
* Attend conferences to maintain familiarity with tourism trends
* Create and update electronic records of clients
* Maintain relationships with key persons
* Keep financial statements and documents
* Reach the revenue and profit targets

1. **Travel Agent at Akbar Travels of India PVT LTD India ( Mar 2012 – Aug 2012)**

**JOB DESCRIPTIONS**:

* Promoting and marketing the business
* Dealing with customer queries and complaints
* Providing advice about visas or passports
* Recruiting, training and supervising staff
* Managing budgets
* Maintaining statistical and financial record
* Selling holidays and insurance
* Preparing promotional materials and displays

1. **Travel Agent at Moulavi Recruiting Agent of India PVT LTD India ( Aug 2011 – Mar 2012)**

**JOB DESCRIPTIONS**:

* Tour operators
* Package holiday operators
* Cruise lines
* Independent travel agents
* Arranging flights, insurance and accommodation
* Using a booking system to secure holidays
* Collecting and processing payments
* Advising clients on travel arrangements, e.g. visas and passports
* Sending out tickets to clients
* Keeping clients up to date with any changes
* Dealing with complaints or refunds

SPOKEN LANGUAGES:

* Fluency in English, Malayalam and Hindi

PROFESSIONAL QUALIFICATION:

* **IATA/UFTAA FOUNADATION** with EBT (CANADA, Montreal)
* Diploma in Travel Management

GRADUATION PROJECT:

* Airline & Tourism Ticketing Management

**DESCRIPTION**

* Software’s used: Galileo & Amadeus ( Computer Reservation System)
* This job is aimed at providing an employee with handling customer management information’s like airline ticket management, tour package management & customer relationship management. For maintaining the records like customer details, ticket details, tour details & guidance, and generating airline tickets and tour package slip in a very fast and efficient manner. The use of computerized management systems are becoming very popular because they are very accurate and they compute and sort and display the data in the way the user wants to see it.

EDUCATIONAL QUALIFICATION:

* Bachelor of Arts in Travel & Tourism at Malabar Islamic college ,(Kannur University 2008-2011)
* Diploma in Travel and Tourism in Mumbai (2011-2012)
* Higher Secondary Education in Commerce at Dhakeerath English Medium
* High school Education at Kunil Education Trust, India (2006)

COMPUTER KNOWLEDGE:

* Galileo and Amadeus world span
* Competent computer skills including MS Office or equivalent
* Internet skills including use of e-mails, group messaging and data collection
* Numeracy and literacy skills

PERSONAL DETAILS:

Full Name : Mohammed

Nationality : Indian

Date of Birth : 20/12/1988

Gender : Male

Marital Status : Married