***CURRICULUM VITAE***

**Kelly**

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Objective

To accept challenging position in a distinguished organization where I can utilize my knowledge, skill abilities and working experience at my best in order to provide effective and efficient contribution

Personal Profile

Marital Status : Single

Gender : Female

Location : United Arab Emirates

Visa Status : Visit Visa

Nationality : African

Professional Experience

* **Account Executive / Sales Staff**

**Sabre Travel Network GDS**

**April 2010 – April 2017**

**Duties and Responsibilities**

* Marketing and selling of sabre as a GDS
* Development and management of sabre global distribution system
* Help desk and customer care service duties
* Refund of ticket for travel agencies
* Reissue of ticket for travel agencies
* Reconfirmation of ticket for travel agencies
* Training of travel agents and client on sabre Software
* Preparation of weekly report
* Relationship management via visitation of travel agencies
* Organization of weekly and monthly market storming for improved marketing and advantage
* Converting of other travel agencies from other GDS to Sabre GDS
* Generating of segments
* **Ticketing and Reservation Officer**

**Interguide Air Services**

**September 2009 – March 2010**

**Duties and Responsibilities**

* Daily call over of flight reservation to passenger
* Ensure quality services to clients
* Travel reservations for walk in passengers
* Confirmation of seats for passengers
* Checking in of passenger on line
* Protocol services
* Attend to phone calls

Skills and Competencies

* Knowledge of customer service principles and practices
* Strong experience of basic reservation and ticketing
* Product knowledge of global distribution system (sabre)
* Excellent communication and writing skills
* Effective and efficient use of Microsoft Word, excel and PowerPoint
* Confident self motivated and determined Individual
* Excellent negotiation and persuasive skills
* Effective listener and communicator

Educational Background

Aviation and Computer Reservation School 2009

Ambrose Alli University (BSC Library and Information Science) 2003-2006

Interest and Activities

Reading, Travelling, Making new Friends and Singing

References

Name will be provided upon Request

Declaration

I hereby certify that all the above information is true and correct to the best of my knowledge and belief.