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CAREER SUMMARY

Successfully and efficiently steered travel operations to generate high volume growth and revenue, including tours, airline reservations, car rentals, and hotels.

* Consistently ensured delivery of quality customer service vital to growing a loyal clientele base.
* Drive productive travel operations.
* Developed and maintained outstanding relationships with clients and exceeded their expectations for customer service while securing their travel arrangements.
* Advised clients of required travel documentation and procurement options
* Utilized excellent verbal and written communication skills and maintained professional, positive demeanor.
* Continuously demonstrated exceptional organizational skills with ability to multi-task.

CAREER HISTORY

Akbar Travels (Kolkata, India)

**Ticketing Staff (Jan2014 -Dec 2014)**

**Duties:**

* Collecting and mailing information
* Verifying Receipt
* Confirming customer orders
* Ticketing (Amadeus & Galileo )
* Visa Stamping
* Clerical works

Redha-Al Ansari exchange (Dubai, UAE)

**Transfer clerk (Jan2015- Apr2016)**

**Duties:**

* Sending money through banks
* Western union
* WPS
* Currency exchange
* Cash collection
* SEWA, DEWA bill payments
* Fly Dubai payment
* Account openings
* TRF
* Handling phone calls head office,customers

ABDUL   
Email: [Abdul.373723@2freemail.com](mailto:Abdul.373723@2freemail.com)

AREAS OF INTEREST

Finance & Administration

Customer Service.

Sales & Marketing.

Ticketing

Office assistant

Data entry operation

CAREER STATEMENT

A diligent enthusiastic career minded, consistently hard working with definite flair for people and proven ability to communicate at all levels, innovative, healthy, and adaptable to new situations with a logical mind and practical approach to problem solving and aptitude to learn new subjects.

PERSONAL SKILLS

Solution oriented

Relationship building

Decision making

Attention to detail

Confident&Self-motivated

Flexible &adaptable

Positive attitude

TECHNICAL SKILLS

Data entry operations  
MS office  
Internet and E-mailing  
Typing

PERSONAL DETAILS

ABDUL   
Kerala

Date of Birth : 11-May-1991  
Marital status : Single  
Speak : English, Hindi, Malayalam  
Driving license : No

REFERENCES

Available on request.

Emirates Tours and Travels(kerala,India)

**Counter Staff(AUG2016- SEP2017)**

**Duties:**

* Collecting and mailing information
* Verifying Receipt
* Confirming customer orders
* Receive payment by cash, check, credit cards, vouchers
* Issue receipts, refunds, credits, or change due to customers
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
* Greet customers entering establishments
* Maintain clean and orderly checkout areas
* Issueing Tickets

**Personal attributes**

* Possessing a responsible attitude, tact, patience, and courtesy.
* Ability to operate under pressure and deliver to demanding deadlines.
* Achieving results through others.
* Able to self-start own improvement initiatives.
* Good team player.
* Capable of working under limited supervision.
* Tolerant and flexible to different situations.
* Strong verbal and written communication skills.
* Good problem solving skills and a creative approach.
* Computer literate, with high level of competence in the use of the Microsoft Office suite tools, including Microsoft Excel & Power Point.

ACADEMIC QUALIFICATION

Diploma in IATA/UFTAA Foundation & EBT Montreal Canada

BBA (Bachelor Degree in business administration

(Nov-2012, Calicut University, Kerala, India)

Plus two [SCIENCE] Kerala Higher Secondary Education Board

(March -2009)