**Faisal**

 Email: faisal.374064@2freemail.com



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| Professional Profile |
| The ticket agent is most often the first employee the passenger meets after entering and it’s my responsibilities he leaves the office with the smiley face as he gets off from the plane. I take care professionally to sustain the passengers and beat set targets of the organizations year after year. |
| * I have ability to verbally communicate information and ideas so others will understand.
* Ability to listen to and understand information and ideas presented through spoken words.
* Ability to see details at close range (within a few feet of the observer).
* Ability to read and understand information and ideas presented in writing.
* Ability to speak clearly so others will understand.
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| Professional Experience |
| Worked as “**Travel Representative”** in WNS Global Services Pvt. Ltd (Mumbai)since 24th June, 2011 to December, 2014.Worked as “Travel Consultant” in Atlas Tours & Travels Pvt. Ltd., (Mumbai) since 3rd Feb, 2016 to Sep 2017.Ticketing AgentResponsibilities handled:* Make and confirm airline reservations using telephones, faxes, mail, and computers for individuals and corporate clients.
* Prepare customer invoices, and accept payments.
* Follow up and soft reminders to corporate clients for making payments on time.
* Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
* Determine whether space is available on travel dates requested by customers, and assign requested spaces when available.
* Inform clients of essential travel information such as travel times, transportation connections, and medical and visa requirements.
* Maintain computerized inventories of available passenger space, and provide information on space reserved or available.
* Confer with customers to determine their service requirements and travel preferences.
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|  Skills developed during my duties:* Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* Talking to others to convey information effectively.
* Actively looking for ways to help people.
* Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Understanding written sentences and paragraphs in work related documents.
* Focus on and try to increase corporate clients.

System handled:* Sabre, Amadeus, Galileo
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| Professional Education |
| - Degree course in IATA/UFTAA from Trade Wings institution since Mar 2009- B.COM from Mumbai University since Mar 2008-09- Computer reservation system (Amadeus, Galileo, Saber)Main CourseInternational fare constructionWorld geographyCustomer careEducation- Maharashtra Board, Mumbai – (SSC) - 2003- Higher Secondary Mumbai University - (H.S.C) - 2005**Bio Data**Date of Birth : 25th Apr 1987Religion : IslamNationality : IndianMarital status : SingleLanguages Known : English, Hindi, MarathiHeight/ Health : 5’05”/ Excellent (Non Smoker)Hobbies : Interaction with people, Playing Cricket, swimming |
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|  Address : Dubai Visa Status : Visit Visa (12th Oct 2017 to 10th Jan2018) |
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| **I hereby declare that above information is true and correct to the best of my knowledge and belief.** |

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 Faisal

 Ticketing & Reservation Executive