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| Ighna.379868@2freemail.com  | **IGHNA**  |

Professional Profile

SUPERVISOR / ADMINISTRATOR DNATA -EK GROUP **(Dubai International Airport)**

 ***offering 28+ Years of benchmarking experience***

* **Seeking assignments in Customer Services /Sales/Admin senior Positions with an organization of high repute that will accomplish both professional as well as personal development**
* *~***Skilled professional with focused approach to work and comfortable** in liaising with people at any level of business; experienced in leading large, cross-functional and multi-disciplinary teams while achieving goals and business objectives in time-sensitive environment.
* **Profile**: Accomplished professional offering 35+ Years of experience in supervising entire administrative operations of the organization, liaising with other internal departments and external bodies; providing full and comprehensive services to all customers, monitoring the closing sale activities, controlling team performances, planning staff’s training and development leading to maximizing productivity and performing many other activities as assigned by top management,
* **Career Contour**: Presently working with Monalisa Travels as Senior Sales & Admin Manager.
* Trusted service record with DNATA / Emirates Group as Reservations/Sales Supervisor at Dubai Airport
* Sharjah Inter National Airport as Shift In-charge;
* SNTTA /Branch In-charge;
* Aroma Travels(IATA) as an Asst. Manager and worked with many other well-known organizations
* **Proficiency**:
* **During 2015-2016 Achieved a daily sales target of AED140K**
* **During finical year 2014-2015 Recovered Aed50k finical bed debt in terms of ACM with our suppliers.**
* **2013-2014 proposal: Budget Airlines sales without deposited to the airlines account, supposed to save 2% bank guarantee on AED115k per month.**
* **Have a good knowledge of most of the GDS (Amadeus/ Galileo /Sabre / DCS & ETC)**
* **2015-2016 Conducting IATA courses, GDS systems training in an IATA approved Institute in Dubai.**
* Proficient in monitoring the closing sale activities, Fulfillment and documentation has been completed as per company procedure; controlling and administering the functioning of an assigned sales team, maintaining contact with Airlines, Hotels, Tours Company and other principals
* **Skill Set**: Proven skills in managing the provision of high quality & sustainable administrative support and local staff to enable smooth running of the operations and delivery of strategic objectives
* **Business & Interpersonal Skills**: I am working with a team of 32 Staff, 12 staff directly reported to me. Dedicated professional with excellent coordination and team coordination skills coupled with an ability to cut across cultural barriers effectively in business scenario.

**Sep 2016 - Present with Monalisa Travels as Senior Sales & Admin Manager**

**Key Result Areas**

* Strategic Planning: Developing and leading development of plan which delivers key target objective; managing department, staff, protocols, disciplines and processes. Ensuring all operations adhere to, and complies with corporate governance, statutory, standards and others requirements. Handling all type of visa services / tours/ travel activities
* **Business Development:** Responsible for efficient planning & driving sales strategies to augment direct & indirect sales of company’s academic operations. Controlling & directing activities of sales force to secure utmost sales volume and profitability. Identifying streams for revenue growth opportunities & developing sales plans
* **Customer Satisfaction:** Making daily interaction with the team and other support teams to ensure all the prospects visiting company’s dealership receive adequate response and customers get delightful experience. Developing & implementing some innovative ideas to maximize dealership profits and customer retention

**May 1992 - Sep 2016 with Dnata / Dnata/ Emirates Group, Dubai as Reservations/Sales Supervisor at Dubai Airport**

**Key Result Areas**

* Accountable for controlling and administering the functioning of an assigned sales team ensuring successful and smooth operation and delivery of service which exceeds client’s needs through maximum utilization of resources allocated
* Meticulously maintaining contact with Airlines, Hotels, Tours company and other principals and hence report obtaining an objective feedback and channeling it to the concerning departments, so that management can proactively plan to continue to exceed client expectations. Successfully deployed the staff as per the operation requirement, along with rostering, leaves planning and training schedule; actively engaged in IATA’s approved institute in Dubai and conducting the different IATA courses
* Delivering full and comprehensive services to all customers and network offices world-wide to maximize the visibility of our products while generating more Profit, according to company procedures and policies. Supervising the payment terms and conditions set in agreement with the principals and ensuring that the team adheres to the same
* Monitoring market trends and recommending improvements to existing product and services offered by each department
* **Quality Service/Relationship**: Managing the implementation of best practices in all relevant business functions ensuring fulfillment of business requirements while delivering quality service in line with company vision, mission and strategy
* **Process Enhancements**: Identifying, initiating and implementing enhancements in existing processes in order that it improves the units’ efficiency as well as effectiveness, thus reducing costs by improving performances & providing superior level of service to principals

 **1988 - May 1992 with Sharjah Inter National airport, Sharjah as Reservation & Ticketing Agent**

**Key Result Areas**

* Delivered the high quality of service to the customers. Accountable for making reservation/fare calculation and issuing travel documents
* Provided leadership and vision to organization by assisting Board & Staff in the development of long range & annual plans, and with evaluation and reporting of progress on plans

**Feb 1986 - Jun 1988 with SNTTA, Sharjah as Sales/ Ticketing Agent/ Branch In-Charge**

**Key Result Areas**

* Accountable for payment of credit by client; delivering the high quality of service to the customers and satisfying the customer’s needs and following the company policies
* Delivered support to top management in developing strategic plan by studying opportunities and recommended objectives developing and delivered plans through carrying out research, and delivered accurate business reports

**◼ Previous Engagements**

**Jun 1984 - Jun 1989 with Aroma Travels (IATA), Karachi as Counter Supervisor/ Asst. Manager**

*Monitored and guided team members to improve the customer’s service; controlled the sales activity at counter and also visited commercial houses; gave suggestions to management to build up new procedures and policies according to the market and customer demands*

**Jun 1982 - Feb 1984 with Aldarwish Travels (IATA), Karachi as Counter Supervisor**

*Instrumentally worked and monitored staff activity at counter and their tips whenever it’s required. Responsible for shop daily sales and dispatching the documents to revenue department along with it improved job knowledge and shared with colleagues*

**Jan 1981 - May 1982 with Orient Travels (IATA) Karachi as Counter Assistance**

*Successfully handled customers at counter, made reservation and issued travel documents*

**◼ Education & Credentials**

**1986 Commerce** Graduate (B.COM) from Karachi University

**2005 Principles of Marketing** (Business Partners Program)

**1983 IATA /UFFTA, Preliminary Diploma** from Geneva, Switzerland **◼**

**Professional Courses/ Training**

* Smart Sales Technique \* I have done a lot of GDS & other system training & workshop
* Intermediate Sales Skills Development \* Amadeus
* leadership Development Delegation \* Sabre
* Performance Matters \* Galileo
* Time Management Over coming Time Management Challenges \* DCS / MARS
* Time Management Plan
* Call center: Inbound Customer Service
* Decision Making and Problem solving Fundamental Employee Performances Managing Difficult People
* Interpersonal Communication / Effective
* New IATA Fare Construction briefing **◼ Personal Details**

**Date of Birth:** 1st September, 1963

**Driving License:** UAE License

**Linguistic Abilities**: English, Urdu and Arabic