**CURRICULUM VITAE**

**ABU**

Abu.381379@2freemail.com

 **(AIR RESERVATION AND TICKETING)**

Courteous, excellent, organisational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a client’s destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations.

Now looking forward to a making a significant contribution with an ambitious travel agency that offers a genuine opportunity for progression:

■ Handling Domestic and International Queries ■ Handling Groups Inbound and Outbound

■ RA Issue in BSP Link ■ Issue, Reissue, Refund and Fare Calculations

■ EMD Issue for Group ■ Knowledge of IATA geography

■ Knowledge of GDS and BSP ■ Issuing air ticket on Portal

 **PROFESSIONAL EXPERIENCE**

[**Travel Consultant**](https://www.linkedin.com/vsearch/p?title=Sr.Executive-Ticketing&trk=prof-exp-title)[**- Air Reservation**](https://www.linkedin.com/vsearch/p?title=Sr.Executive-Ticketing&trk=prof-exp-title)[**&**](https://www.linkedin.com/vsearch/p?title=Sr.Executive-Ticketing&trk=prof-exp-title)[**Ticketing**](https://www.linkedin.com/vsearch/p?title=Sr.Executive-Ticketing&trk=prof-exp-title)

***Akbar Travels of India Pvt. Ltd. (IATA Accredited)***

**December 2017 – Till date**

■ Handling entirely Domestic and International Air Reservation and Ticketing. (Issuance, Reissuance, Voidation & Refund, PNR Creation and Fare Calculation)

■ Handling to direct customer & sub travel agent’s request via all means of business contact (in person, phone, email, fax etc.)
■ Handling entirely Domestic and International Group Booking and Ticketing.

■ Issuing air ticket on portal both full service carrier and LCC.
■ **Working on GDS (Amadeus, Abacus & Galileo)**

■ Good Knowledge of IATA Geography.

■ Good Knowledge of BSP link.

**Sr.** [**Counter Executive – Air Reservation**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)[**&**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)[**Ticketing**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)

***Top Travel and Tours Pvt. Ltd. (IATA Accredited)***

**February 2010 *to November 2017*, New Delhi, India**

■ Handling entirely Domestic and International Air Reservation and Ticketing. (Issuance, Reissuance, Voidation & Refund)

■ Handling to direct customer & sub travel agents request via all means of business contact (in person, phone, email, fax etc.)

■ Issuing air ticket on portal both full service carrier and LCC.

■ Handling Corporate Client’s Air Ticketing and Reservation
■ Providing to services (Air, Hotels and Travel Insurance)
■ Working on GDS (Abacus, Amadeus)

■ Good Knowledge of IATA Geography.

■ Good Knowledge of BSP link.

[**Counter Executive – Air Reservation**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)[**&**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)[**Ticketing**](https://www.linkedin.com/vsearch/p?title=Sr.+Executive+-+Operations&trk=prof-exp-title)

***Shukriya Travels Pvt. Ltd. (IATA Accredited)***

*December 2008 to January 2010* New Delhi Area, India

■ Handling to direct customer & sub travel agents request via all means of business contact (in person, phone, email, fax etc.)
■ Providing to services (Air, Hotels and Travel Insurance)
■ Handling Domestic & international Airlines Reservation and Ticketing. (Issuance, Reissuance, Refund)
■ Working on GDS Abacus, Amadeus & Galileo

■ Good Knowledge of IATA Geography.

■ Good Knowledge of BSP link.

 **EDUCATION AND TECHNICAL PROFICIENCE**

■ MBA (pursuing) from Sikkim Manipal University, New Delhi

■ Graduation from Veer Kunwar Singh University, Patna, Bihar in the year 2008.

■ Passed Intermediate (I.Sce) From B.I.E.C with Second Division.

■ Passed Matriculation from B.S.E.C with Second Division.

 **PROFESSIONAL BACKGROUND**

■ Advanced Diploma in Aviation and Tourism Management from Trade Wing Institute Of Management Connaught Place New Delhi.

■ Comprehensive skill in on MS Office applications i.e. word and excel and Internet.

■ Done training of Enter the World of Amadeus (Making PNR and Fare Calculation).

 **KEY SKILLS AND COMPETENCIES**

■ Experience of Domestic and International travel destinations.

■ Monitoring bookings throughout the working day.

■ Ensure all bookings & reservations are processed accurately.

■ Researching travel options & presenting the best deals in terms of requirements.

■ Able to develop relationships with airlines to obtain effective group fares.

■ Having a clear voice and a excellent telephone manor.

■ Able to work on own initiative as well as part of a team.

■ Excellent spelling and grammar and a flexible hard working attitude.

■ Responding to all phone enquiries promptly, courteously and in a friendly manner.

■ Filing, photocopying and general administrative duties.

■ Building strong relationships with clients.

■ Negotiating with the airlines for group fares.

■ Booking Domestic and International air travel, Travel Insurance and Hotels.

■ Monitoring competitor activity in order to maintain the most competitive rates.

■ Handling high numbers of incoming calls from direct customers and travel trade.

 **KEY ACCOMPLISHMENTS**

 ■ A positive attitude.

 ■ Work well under pressure.

 ■ Handle multiple tasks.

 **PERSONNAL DETAILS**

**Date of Birth : 09 Oct 1984**

**Marital Status : Married**

**Gender : Male**

**Nationality : Indian**

**Languages know : Hindi, English and Urdu**