**MUSFIK**

Ticketing Executive

Email: musfik.382991@2freemail.com

Nationality: Sri Lankan

Availability: Currently based in Dubai and available for an interview immediately

**Professional Profile**

An ambitious and passionate Travel & Tourism industry professional, who combines sound technical knowledge

with significant knowledge of Airline fares/E Ticketing,GDS, Reservations & Marketing. Recognised as a strong and

effective leader who communicates effectively with a diverse range of people, demonstrating excellent negotiation

and influencing skills. Confident overcoming problems and resolving operational issues, and actively looking for

continuous improvement. A highly organised professional, who works with full attention to detail and rapidly learns

new skills and processes.

**Objective**

Now looking for a challenging position within the Travel and Tourism Industry that will maximize existing skills and experience whilst providing opportunities for further development and career progression.

**Professional Experience**

**Ticketing Executive**

**Rameez Travels and Tours (Pvt) Ltd June 2017 – July 2018**

**Puttalam, Sri Lanka**

* Reservations and Customer services
* Solid understanding of International Air Transport Association regulations
* Proficient in common airline booking software and database management
* Comprehensive experience with handling multiple booking issues
* Capable of working multiple shifts including evenings and weekends
* Good communications and problem solving skills

**Computer Data Entry Operator and Graphic Designer**

**Right Click Computer Systems (Pvt) Ltd March 2012 – March 2015**

**Puttalam, Sri Lanka**

**Qualifications**

**Diploma in Airline Fares/ E Ticketing, GDS, Reservations, Marketing 2014**

**Cargo and Airport options (Travel & Tourism)**

* Completed the 1 Year in academic period and 3 month Training successfully.
* Successfully completed **Computer Graphics Designing** Studies at **I-Soft College of ICT Education**, Puttalam, Sri Lanka.
* Studied at **I Soft College of ICT Education** and pass the examination in **Certificate in English** for Careers held in 2013/2014.
* Also successfully completed **Diploma in English** at **Royal Institute Colombo.**

**IT Proficiency**

**Microsoft:** Office applications (Word, Excel and PowerPoint)

**Industry systems: GDS System –Galileo**

**Web:**  Internet and email applications

**Personal Details**

Date of Birth : 12th April 1994

Languages : Fluent English, Tamil & Sinhala, Arabic (Excellent in reading and writing)

Marital status : Single

**Personal Skills**

* Microsoft Office Professional and computerized database tools.
* Technical contractual requirements and interfaces with other bodies.
* Working with all other project positions in support of overall project success.
* Working under own initiative, action-oriented, solution based reliable.
* Flexible response to changing needs and able to cope with complex tasks requiring delivery to short timescales
* Participated in Football, Volleyball and Cricket in school level tournaments