

**MANOJ**

**Email:** [**manoj.391671@2freemail.com**](mailto:manoj.391671@2freemail.com)

**Career Summary**

My experience having worked for over 5+ years in Airlines Operations, Tourism, Transportation, & customer service industry with various job roles gives me a distinctive advantage of understanding how business operates with exceptional human and communication skills.

**Career Objective**

To seek the challenging position and Intend to construct a career within the company with committed & dedicated personnel, which will help to explore myself fully and share the experience within the organization for further advancement and also get recognized as a key player in a challenging, dynamic & creative environment.

**Key Skills**

**5+ years** of extensive experience in Sri Lanka and U.A.E. with reputed establishments.

Good understanding of local and international Airline & Tourism industry.

Expertise in Amadeus

Excellent negotiation and communication skills with an awareness of various local and international Suppliers. Fully proficient with Windows, MS-Office, Internet Applications, Comfortable in a fast paced, performance-oriented environment.

Ability to work under pressure and meet deadlines.

**Skills in Key words**

Issuing & Re-issuing, Frequent flyer E-tickets, Involuntary tickets, Amadeus , Galileo, Sabre, Mars, Accel Aero, Online Hotel Portals, Communication , Problem Solving, Team Player , Planning and Organizing , Email Handling, front desk, Sales MS Office, Internet applications, Basic Networking, Backup Management, Documentation, Installation, Mac, Windows, Software, Systems Administration, Troubleshooting.

**Qualification**

**Certified Human Resources Professional – Dubai – UAE**

**June 2017 to Present**

* HR Policies & Strategies
* Employee Development Organizational change and development
* HR Competencies
* Strategic Staffing
* Competency-Based Performance Management
* Compensation and Rewards Management
* HR Measurement & Metrics Module 8- HR Business Partnering

**Academic Qualification**

* 2010-2011 - Completed I.G.C.S.E (Ordinary Level) Oasis International school – Srilanka
* 2012-2013 - Completed I.G.C.S.E ( Advance Level) Oasis International school – Srilanka

**Employment History**

**Sharaf Travel L.L.C (UAS EXECUTIVE TRAVEL)**

**Travel Coordinator**

UAE – DUBAI

**MAY 2018 – Dec-2018**

* Coordinate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations.
* Research on optimal travel alternatives.
* Verify entire group reservation request for correctness against meeting profile.
* Ensure to confirm availability plus convey tentative itinerary to respective traveler for approval.
* Enter data into our software and maintain client files
* Oversee and monitor the processes of the contact center such as incoming and outgoing interactions, websites, chats, emails etc.
* Providing advice about visas and passports
* Ensure to compare invoices with genuine travel transactions to validate every charge.
* Perform with Travel Agency to verify travel details and arrange reservations using existing flight schedules as well as Internet resources.

**Valtrans Transport Systems And Services (L.L.C)**

**Supervisor**

UAE – Dubai

**August 2016 – January 2018**

* Supervise the daily activity of the team & Maintain daily report regarding daily operation
* Deal with multi linguistic customers.
* Organize workflow and ensure that employees understand their duties or delegated tasks
* Monitor employee productivity and provide constructive feedback and coaching
* Receive complaints and resolve problems / Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises
* Maintain timekeeping and personnel records
* Pass on information from upper management to employees and vice versa
* Maintain daily report in both manual as well as computerized

**Moresand LTD (TRAVEL CENTER UK)**

**Travel & Tour Consultant**

Sri Lanka – Colombo

**October 2014 – April 2016**

* Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations.
* Plan and sell transportations, accommodations, insurance and other travel services
* Deal with occurring travel problems, complaints or refunds.
* Ability to pitch for new business and deliver of detail presentation.
* Enter data into our software and maintain client files
* Offering excellent customer service, dealing with complaints in a calm and diplomatic manner.
* Supply travels with pertinent information and useful travel/holidays materials ( guides and event)
* Oversee and monitor the processes of the contact center such as incoming and outgoing interactions, websites, chats, emails etc.
* Providing advice about visas.
* Knowledge of tour in worldwide destination.
* Complete the given target.

**First Source Dialog Solution**

**Customer service / Telesales**

Sri Lanka – Colombo 10

**September 2013 – September 2014**

* Use telephones to reach out to customers and verify account information.
* Sales of telecommunication regarding products and promotions.
* Discuss with customers on telephone & provide information about company products.
* Resolved customer service issues and explained the best solution to solve problems; following up to ensure resolution.
* Meet Quality Assurance requirements; maintain the productivity report and other key performance metrics.
* Inform customer of deals and promotions.

**Personal Data**

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| Date of Birth | : | 24th June 1993 |
| Nationality | : | Sri Lankan |
| Marital Status | : | Married |
| Languages Known | : | English, Tamil, Sinhala & Average on Malayalam & Hindi |
| Visa Status | : | Visit Visa (Till 01st Sep 2019) |
| References | : | Can be furnished upon request |