**Resume**

More than seven and half year of professional experience. More than 5 years of experience of Business travel. Good understanding of Airlines Policies. Knowledge in Saber and Amadeus. Handling corporate

travel from end to end basis. Provide high touch / VIP service to all corporate clients for their Business travel requests.

**Personal Information:**

Name : Ghazi

Date of Birth : 24th June 1987

Nationality : Indian

Languages : English, Hindi, Marathi, Urdu, Read Arabic.

Email: : [ghazi-393140@2freemail.com](mailto:ghazi-393140@2freemail.com)

**Experience:**

**Tenure:** December 2016 till Date

**Nature of Job: Senior Implant**

* Managing Schneider Electrics, Implant with the team of 11 members.
* Booking all aspects of the Corporate Travel request including Flights, hotels, Car, Trains and coordinating VISAs.
* Maintain each record until departure to ensure all details (including seat assignments, meal preferences, upgrades, etc.) are completed to the client's satisfaction
* Book point to point and multi sector itineraries.
* Assist with additional requests from the client.
* Perform re-issues and re-calculations.
* To research and provide solutions to any travel related problem to clients.

**Tenure:** July 2014to November 2016

**Nature of Job: Travel Consultant**

* To give Domestic and International travel service to corporate clients as per the request from arrangers/travel directors and employees.
* It included all travel-related requirements which are to be carried out in a proficient manner according to Travel Policy of the clients.
* Handling end to end travel requirements for the traveler - Creating bookings / Cancellations /Reissues etc.
* It included all aspects of travel including air, accommodation, car hire, insurance, visa, trains.

**Tenure:** April2013to July 2014

**Nature of Job: Travel Consultant**

* Booking tickets for the airline reservations.
* Designing & costing of itinerary, Issuance of tickets.
* Working out fare construction for different routes.
* Handling reservation queries, processing refunds, revalidation.
* Maintaining expected quality parameters & giving 100% customer satisfaction.
* Understanding customer needs & give proper resolution in bound time.
* Maintaining customer data and maintaining customer privacy.

**Name of Company:** Kingfisher Airlines Ltd.

**Tenure:** November 2011to March2013

**Nature of Job: Travel Consultant**

* Worked as Guest Support Agent with Kingfisher Airlines at Pune.
* Nature of Job-Making reservation on SABRE, corresponding with clients/agents, Coordinating travel requests of guests, Designing & costing of itinerary, Issuance of tickets.
* Acknowledging e-mails. Handling highly sensitive cases with guests of high priority and VVIP stature received at guest care website, ChairmanID ,Appellate and Twitter account via E-mails and phone calls.
* Trained on ONE WORLD alliance.
* Fully trained in SABRE for both domestic and international reservations. Responsible for handling near about 40 priority cases in a day.

**Educational Qualification**

|  |  |  |
| --- | --- | --- |
| Course | University/Institution | Year |
| H. S.C | AmravatiUniversity | 2005 |
| S.S.C | AmravatiUniversity | 2003 |
| B-Tech | RajasthanUniversity | 2014 |

I hereby declare that all the above statements are correct and true to the best of my knowledge and belief.