**ZAMEER**

[Zameer-394698@2freemail.com](mailto:Zameer-394698@2freemail.com)

**CAREER SUMMARY**

Over 38 years of Corporate Travel Management experience with line responsibilities in an International environment, multicultural and multilingual. Entrepreneurial-minded senior professional with consistent success in starting, building, growing and improving the profitability, performance, and value of companies. Experienced in planning, leading, and specialist in identifying and capturing business opportunities. A Remarkable track-record of exceeding goals through Strategic Business planning and innovative Sales initiatives. Well-versed in positioning companies for the next level of growth or potential sales. Stable under pressure and dedicated to delivering promised within the deadline.

**COMPETENCIES & SKILLS**

Planning & Organizational Skills Travel Management Sales & Marketing Operational Management

Strategic Planning Leadership Oral & Written Communications Public Speaking

Retail Management Customer Service Negotiation Skills Interpersonal Skills

Financial Skills Coaching & Mentoring Counselling Skills Mediation Skills Multi Lingual

Analytical Skills Research Skills Adaptability Skills Pricing Strategy Pricing Module

Decision Making Problem Solving Sales & Service Proposal Writing Administrative Skills

Reporting & Scheduling Customer Retention Creative & Critical Thinking Credit Control & Collection

Entrepreneurship Budget & Forecast Government Procedures Airlines GSA Management

Service Delivery IATA BSP Process Airline Ticketing & Reservations GDS & Airlines CRS

Revenue Analysis Social Media Strategic Marketing Advanced Computer Skills

**PROFESSIONAL EXPERIENCE**

**General Manager**

**Jeddah, Saudi Arabia – March 2016 – Present**

* Established IATA approved Travel Agency for Abusarhad Group.
* Developed the business from start-up to the full-scale operation. Hired employees, implemented procedures and guidelines for Operations, Corporate Credit Policy, Pricing Structure, Customer service, and Back office function and ensured the smooth and rapid operation
* Initially started with the in-house business. Managing consistent enhancement with the significant growth in Sales and Revenue. +85.73% Sales and +82.59% Revenue in 2017 against 2016. +5.83% Sales and +2.87 Revenue in 2018 against 2017.
* Formalized Business Consolidation understanding with Saudi Arabian Airlines with the Target of 2 million sales on international routes for 2019. Surpassed the same by +15.11% and generated additional revenue of 5%.
* Improving overall productivity by establishing roles and responsibilities that clearly define tasks for the service team.
* Collaborating with Airlines, Hotels, and Car Rental companies and securing exclusive competitive deals.
* Leading and managing a multicultural team with a Democratic style Leadership approach and ensuring service delivery.
* Coordinating with the Finance department, enhancing the collection and controlling Account Receivables.
* Reviewing and Evaluating Performance. Furnishing timely status report to senior management and Stakeholders for the effective decision.
* Mapping 3 branches in Saudi Arabia and 2 in Cairo and Dubai will be functional by the end of 2019.

**Branch Manager**

**Jeddah, Saudi Arabia – Jul 2013 – Feb 2016**

* Managed day to day operation with a team of 5members.
* Modified credit policies as per the local market enhanced market share by +7% in 2013.
* Set an individual target for the team and ensured that each member contributes and achieve the same.
* Evaluated and analyzed performance regularly and provided a report to the Management.
* Targeted Pharmaceutical business and sustained business growth of 13% in 2014 and 17% in 2015.

**Area Manager Retail Div.**

**Jeddah, Saudi Arabia – September 2012 – June 2013**

* Directed the Retail operations in the Western and Southern Province of Saudi Arabia with a team of 21 members.
* Organized and implemented operations and sales plan for the region and improving the sales.
* Measured and evaluated performance and productivity in the region and update the Management
* Identified and initiated an expansion project in both the regions.

**Sales & Operations Manager**

**Jeddah, Saudi Arabia – Jul 2007 – August 2012**

* Organized Jeddah Head Office and 4 Implant offices with a team of 18 members.
* Transformed the Head office from being a local Traditional Travel Agency into a Business Travel Center.
* Streamlined operations, established processes to support growth and ensured high levels of customer satisfaction by developing the technology.
* With the consistent follow up, managed to regain the trust and business of existing clients, which has positively reflected by the significant business growth of 21% in 2008.
* Designed and maintained the system for Client Profiles.
* Explored and evaluated business opportunities for local and BCD accounts and expanded business by 15% in 2010 and 19% in 2011.
* Organized and executed, promotional events in expatriate residential compounds, and gained an additional 7% cash business in 2012.
* Activated the control option in the back office system and streamlined Credit Limit, Credit Period and improved collection.
* Successfully resolved Debit Memos, resulting in annual savings between SAR 200K to 400K.

**Sales & Operations Manager**

**Jeddah, Saudi Arabia – November 1985 – Jun 2007**

* Headed the entire operation of the Travel Division, that includes a Business Travel Centre, Saudi Airline GSA, and 3 Implant offices with a team of 34 members.
* Directed all aspects of Business Travel, including Sales, Marketing and Service delivery.
* Executed Annual Budget and motivated the team towards the achievement.
* Assigned and assessed individual Target.
* Formulated repeat business by developing a long-term relationship with regular customers.
* With a focused and dedicated team approach, accomplished an average growth of 14% in Sales and 11% in Revenue for the period 1998 to 2006.
* Awarded as Best Manager of the year for extraordinary performance for 3 consecutive years 1998 – 2000

**Sales & Operation Supervisor –**

**Hawalli, Kuwait – April 1983 – October 1985**

**Ticketing & Reservation Officer**

**Kuwait City, Kuwait – October 1979 – March 1983**

**EDUCATION**

**Sydenham College of Commerce & Economics – Mumbai, India**

Bachelor of Commerce B Com

Attended related courses as well, which have significantly contributed to expertise in the field.

**LANGUAGE PROFICIENCY**

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| --- | --- | --- | --- | --- |
| * English Proficient | * Arabic Proficient | * Urdu Native | * Hindi Native | * Marathi Native |

**PROFESSIONAL Development**

* Travel & Hospitality Leadership with Sales - Jayan International, Jeddah Jan 2009
* Amadeus Familiarization – Qatar Airways Doha Aug 2001
* Product & Fares – British Airways Jeddah Mar 1996
* Galileo Automation – Galileo International & Saudi Arabian Airlines Jeddah Oct 1993
* Saudi Arabian Airlines Automation – Saudi Arabian Airlines Jeddah Dec 1988
* Advanced Tariffs – KLM Royal Dutch Airlines Jeddah Oct 1988
* Advanced Tariffs – Kuwait Airways Corporation Kuwait Dec 1983
* SAS Automation – Scandinavian Airlines System Copenhagen Jun 1981