Krishna

Account Team Lead

Dubai, United Arab Emirates



**CAREER OBJECTIVE**

“Secure a responsible **career** opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.”

**PROFESSIONAL SYNOPSIS**

* 27 years of experience in the Travel Industry with reputed organizations globally.
* Have strong leadership & communication skills.
* An Able Administrator.
* Team player with excellent interpersonal, communication and organizational skill.
* Introduction to the ISO 9000 Series dated 20 Aug 2002.

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* Introduction to the ISO 9001 Series 2000 August 2002.
* Value of customer complaints ISO 9001 Series 2000 September 2002.
* Quality Management System and its benefits ISO 9001 Series 2000 September 2002.
* Improving Communication skills and effective telephone techniques April 2003.
* Customer Service Excellence for achieving customer satisfaction in Jan 2005.
* Effective Time management workshop in April 2006.
* Finalization of global fares database- griffin travel Solutions at head office in London in November 2006.

**ACREDITATION**

* February 1996 Completed Galileo system course in Delhi.
* January 1998 Training in Griffin , Singapore office for 1 month get abreast of the operational procedures.
* April 1999 Completed Galileo Document production course in Mumbai.
* April 2001 Attended the Emirates Airline UAE sales seminar in Dubai.
* May 2003 Amadeus basic Functionality Course in Dubai.
* June 2003 Amadeus central ticketing course in Dubai.

**PROFESSIONAL EXPERIENCE**

Worked from June 2008 to July 2020.

Designation - Travel Consultant from June 2008---Job Profile -of a Senior Travel Consultant. Worked in Implant office of Delta Partners from August 2010 --November 2012. **(Promoted as Senior Travel Consultant in July 2011).**

Worked In Implant of Gems Corporate November 2013 -- August 2018.

# (Promoted as Account Team Lead in June 2016).

From November 2018 to July 2000 had been operating from the Al Tayer Office.

**Job Profile Over The Years**

* Performs daily and weekly reconciliation of sales generated at client location.
* Assumes and performs other duties and responsibilities not specifically outlined herein, as requested.
* Work independently in the absence of supervisor.
* Acts as a resource for co-workers for information, problem solving, and reducing errors.
* Monitors queues and provide quality control procedures to ensure that all records reflect the best rates and that passports, visas and upgrades have been addressed.
* Responsible for all the Bookings and tickets being issued.
* Responsible for compilation of Data of fares required for Annual tickets.
* Finalization of Annual fares in co - ordination with HR Department and Procurement.
* Guiding our outbound and inbound hotel team to quote for best competitive rates.
* Responsible for clearing payment with Finance team of the suppliers.
* Handling the travel needs of the corporate client.
* Handling groups travelling for business purpose.
* Liaising extensively with local airline representatives for Bedhead-sand Corporate discount.
* Working out schedules that will be cost effective and quickest route for the client that matches
* business appointments of the business travelers.
* Competency to maintain positive client and co-worker relationships, Establishing,developing, maintaining trust and loyalty over time and through change.
* Monitors, sorts and works global distribution systems (GDS) queues daily to maintain quality control.
* Responsible for clearing payment with Finance team of the supplier.
* Co-ordination with Airline for Corporate pricing for the client.

**PROFESSIONAL EXPERIENCE**

# Worked as Marine Travel Supervisor in Griffin trident Marine Travel- Dubai from March 2001 - June 2007.

* + Ensure that the operations team undertake and perform their essential duties.
    - Accept and cancel bookings.
    - Communicate relevant booking details to the customer.
    - Issue tickets and relevant documents into relevant register.
    - Raise booking file to enable accounts department to generate invoice to the customer.
    - Oversee Queues throughout the day and advise the client of any change to their booking.
    - Monitor and ensure travel documents are delivered to the customer on time.
    - Arrange and retrieve cancelled travel documents from the customer.
    - Record unused documents into appropriate register then pass to Accounts Department to initiate the refund process.
    - Maintain fare’s file, updating fare’s changes and product advice from the Carriers.
    - Report and inform immediately to the relevant company or department the malfunction or breakdown of equipment used by the department.
    - Immediate reporting level is to the General Manager.
    - Higher level of reporting is to the financial controller or the Directors.

**Marginal duties**

* + Inform the Manager of any issues or developments, which are relevant to the business.
  + Offer advice and make suggestion to the Manager on matters relating to the product, fares and operational aspects that could improve performance or enhance the commercial position.
  + Assist other departments with any details or problems relating to the customer or supplier.
  + Liaise with the Manager on matters relating to the staff involving training, roster, leave and welfare.

# Worked as Senior Consultant in the Implant Office of the Anglo Eastern shipping office from January 1999 – March 2001.

* + Handling the travel needs of the company crew ( joiners and off- signers alike).
  + Working out the cheapest possible fare and quickest route, to match the ship’s schedule.
  + Handling group transportation for ship’s crew at very short notice.
  + Liaising extensively with local airline representatives.
  + Liaising with the Griffin Global network to find the quickest and cheapest alternative for the client keeping ahead of the competition by collecting data from the market with reference to the travel trade.
  + Solely responsible to see that all the crew documents are in order to procure the necessary visas.

# Worked as Travel consultant in Griffin Marine Travel since the inception of the company- Mumbai from November 1993 to January 1999.

* + Have handled all aspects of reservation and ticketing procedures, tele-sales, and all other matters related to Marine Travel Industry.
  + Proficient with Visa procedures and requirements.
  + Liaising with Airlines and providing them with documents / information for P. T. A. S

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| **QUALIFICATIONS**   * Bachelors Degree in Commerce with Major in Accounts with Economics and office Management as the other subjects. * Post graduate Diploma in travel from the IITC Mumbai. | | |
| **LANGUAGES** | |  |
| * Spoken * Written * Read | : English, Hindi, Marathi & Kannada.  : English, Hindi & Marathi.  : English, Hindi & Marathi. |  |
| **A DIT IONA L INFOR MA TI O N** | |  |
| * Nationality * Sex * Marital Status * Date of Birth * Religion * Visa Status * Personal Contact : [krishna-398547@2freemail.com](mailto:krishna-398547@2freemail.com) * Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598   Email: [feedback@gulfjobseeker.com](mailto:feedback@gulfjobseeker.com) | : Indian  : Male  : Married  : 24th August 1970  : Hindu  : Employment Visa |  |
| **D E C L A R A T I O N** | |  |
| I solemnly affirm that the above furnished particulars are true to the best of my knowledge and belief.  Place : Dubai (UAE)  Krishna | | |