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| **Nagla (MBA)**  **Airline & Travel Industry Professional**  **Job Target: Ticketing & Reservation Supervisor – Assistant Manager – Customer Service**  **Mobile:** +971504753686 **E-mail:** [nagla-50601@2freemail.com](mailto:nagla-50601@2freemail.com) | | | |  |
| MCDD01560_0000[1] | **Executive Summary** |  | | |
| MBA qualified with IATA qualification offering 12 years of demonstrated expertise in Airline & Travel industry. Rich experience on ticketing & reservation, customer service and supervisory role with working knowledge on shipping and cargo activities. Consistently generated revenue for the airline & travel agency through satisfying customer requirements and delivering outstanding service. Confident with the use of Sabre & Amadeus software for ticketing and reservation. A service-driven professional with career aspirations to work in a challenging and busy work environment to heighten potential of gained skills. | | | | |
| **Strengths** | | | | |
| * Reservation & ticketing expertise | | | * Strong customer service orientation | |
| * Supervisory & sales coordination work experience | | | * Excellent communication & negotiation skills | |
| * Tact to deal with multicultural customers | | | * Proficiency in computer applications | |
| * Excellent leadership & team supervision abilities | | | * On visit visa with immediate availability | |

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| MCDD01560_0000[1] | **Educational Qualifications** |  |

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| **Master of Business Administration**, University of Khartoum, Sudan | **Jun 1998 – May 2002** |
| **Bachelor of Arts in Economics**, Bombay University, India | **July 1992 – May 1996** |
| **Diploma of Comet Program**, NIIT, Bombay, India | **Dec 1995 – Jan 1996** |
| **Diploma in International Airline & Travel Management**, Trade Wings, Bombay, India | **Nov 1994 – Jan 1995** |
| **ESP Classes for Business English**, Selti, Sudan | **Jun 1996 – Dec 1996** |

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| MCDD01560_0000[1] | **Accomplishments** |  |

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| * Significantly contributed in augmenting business profitability and increasing customer base. * Supported the clients in sending their shipments or cargoes to different countries. * Dealt tactfully with various airlines in obtaining the cheapest rate for both air and sea shipments. * Promoted consistently and assigned to more complex assignments starting from a Ticketing Reservation Officer to Assistant Manager Position in airline and travel industry. * Developed good contacts with key industry players including customers. |

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| MCDD01560_0000[1] | **Employment History** |  |

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| **Assistant Manager / Ticketing Supervisor** | **2009 – Present** | |
| Olympia Travel / UN Contractor, Sudan |  | |
| **Sr. Customer Service/Sales Coordinator-Ticketing Dept Supervisor-Ticketing Reservation Officer** | | **1998 – 2009** |
| Gulf Air, Sudan |  | |

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| MCDD01560_0000[1] | **Core Competencies** |  |

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| **Management – Operational function**   * Facilitate efficient work functioning of airline or travel industry operations. * Direct the workforce and ensure that policies and directives are met appropriately through on-the-job coaching, training, motivating and leading by example. * Demonstrate multi-tasking ability with excellent skills in maximizing staff potentials and resources. * Uphold familiarity and compliance with all relevant regulations of airline and government agencies. * Advocate importance of operational efficiency across the organization as a means of advancing business growth in key areas such as customer base, transactions, and improved customer experience. * Contribute to operations strategy and roadmap development by identifying opportunities for process improvements by using new technology in the airline/travel industry. * Monitor budget, identify means of bringing spending to target and implement cost-effective measures. * Implement sound decisions towards protecting organizations’ interest or assets and image. * Report on operational issues, opportunities, development plans and achievements to senior management and take part in making better plans and carefully organize business operations. |
| **Nagla** |

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| **Reservation & Ticketing**   * Expertise in carrying out the duties in Ticketing and Reservation department. * Hands on experience with Sabre and Amadeus for reading fares, fare rules, ticketing, frequent flyer updation, cancellation, confirmations and further updations. * Receive phone calls from the customers and take their bookings or reservations. Provide them route and ticker costs as per their request; follow up with them for booking confirmations and issuing of tickets. * Liaise with major airline for airline reservation, ticketing and business coordination. * Tactfully deal with customers payments and refund requests; facilitate delivery of the same to the customers through subagents. Also, handle reservations through phones, e-mail or face-to-face contact. * Use proactive selling and negotiation techniques to maximize ticket revenue. * Monitor competitor performance; analyze booking patterns and market trends in the relevant sector. |
| **Customer Service**   * Demonstrate superior customer service skills with an ability to direct customers on all various aspects of different optional routes, other airlines agreements and stopover rules as per their needs and thereby enhance customer service and client satisfaction. * Handle customer complaints, resolve issues and ascertain customer satisfaction. * Extensive background in reservations, ticketing, hotel-tour bookings and computerized reservations. * Communicate with the customers through phone or in person to provide information on promo & services, to take orders or cancel accounts, or to obtain details of complaints. * Maintain records of customer interactions and transactions including actions taken. |

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| MCDD01560_0000[1] | **Organizational Highlights** |  |

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| **Olympia Travel**   * Driving efforts towards maximizing use of bookings in liaison with airlines. * Advising on leisure activities and tourist spot including travel insurance. * Ensuring accuracy of quotations considering all cost are included and accounted for while protecting department margins and meeting clients’ requirements. * Overseeing team of ticketing staff; provided them motivation and direction to ensure operational unit delivers the highest standard of service to the clients. * Organized on-job-trainings to the staff on airfares, itineraries and other travel arrangements to achieve revenue targets and ensure provision of superior service to the clients. * Created strategic plans to exceed sales targets; worked on promoting and marketing the business. |
| **Gulf Air**   * Started with the organization at a junior level post Ticketing Reservation Officer promoted as Supervisor for the Ticketing Department and graduated as Senior Customer Service/Sales Coordinator. * Directed and supervised the ticketing department while ensuring reservation and ticketing policies and procedures are correctly implemented. * Delivered excellent customer service and encouraged staff to do the same. * Used customer service skills to heighten the sales opportunity of each customer contact. * Ensured prompt and accurate resolution of customer queries on ticketing and reservation. * Consistently showed quality, result driven, prompt and professional customer service which results in customer satisfaction and achieve repeat and referral business. |

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| MCDD01560_0000[1] | **Professional Trainings** |  |

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| * Completed various trainings organized by Gulf Air, Sudan that include **Dangerous Goods** (June 2004), **GFI Course** (May 2004), **Falcon Automated PTA** (April 2004), **FHT Course** (January 2003), **Customer Awareness Course** (April 2002), **DCS Introduction Course** (June 1999), **Reservation Officer Trainee** (December 1998). * Qatar Airways Training in September 1997. |

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| MCDD01560_0000[1] | **IT Skills** |  |

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| * Customized reservation and ticketing software – Sabre & Amadeus * Proficient in MS Office (Word, Excel & PowerPoint), Internet & E-mail applications |

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| MCDD01560_0000[1] | **Personal Details** |  |

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| Nationality | : | Sudanese |
| Date of Birth | : | 21st August 1974 |
| Marital Status | : | Married |
| Visa Status | : | Visit Visa |
| Languages | : | Arabic, English & Hindi |