# Shajiuddin

# Shajiuddin.101862@2freemail.com

* ***Other Qualifications :***
1. Diploma in Airlines & Travel Management
2. Sales & Marketing Workshop – conducted by CATHEY PACIFIC.
3. UAE Sales Certificate – conducted by EMIRATES
4. Basic Fares & Ticketing Course conducted by AIR INDIA.

### DRIVING LICENSE : Possess a Valid UAE Driving License

* ***Computer Skills***

Hands on experience in **Topaz Airline Reservation System, GALILEO, SABRE & AMADEUS System.** Exposure in using Windows & Internet.

* ***Career Overview***
* ***U.A.E. EXPERIENCE :***

**Name of the Employer – Orient Travels & Touring Agency**

**Duration – Worked from July 1998 to Oct. 2003**

**Designation – Ticketing & Reservations (Branch In Charge)**

* ***Job Responsibility –***

Responsible as a Team Member for the Sales & Marketing for Ticket Bookings through Corporate Organization as well as through Referred Clientele Base. Exposure to working at Head Office as well as Branch Level. Handle Reservations on the

*Page 1 of 3*

Systems. Coordinate with the Accounts for the Recoveries. Preparation of Accounts at the Branch Level.

I have been highly successful as I possess knowledge of Ticketing, which facilitates in clarifying & convincing the Client in a professional manner and have been appreciated & rewarded for the hard work and for contributing to the productivity of the organization.

* ***Experience In INDIA***

**Name of the Employer – Travel Club**

**Duration – July 1995 to Sept. 1997**

**Designation – Sales Manager**

* ***Responsibilities :***

Responsible for the Sales & Marketing of Ticket Sales both Counter as well as Client Sales. Achieved a record Sale and bagged prestigious accounts. Had good support from Superiors and subordinates.

**Name of the Employer – Gulbarg Travels**

**Duration – June 1993 – June 1995**

**Designation – Sales Manager**

* ***Responsibilities :***

Monitoring the Sales & also market the same thru corporate houses. Achieved a good market image of the organization and at the same time met the targets. Maintained very good PR with the client and expanded the operations to other areas like Hotel Bookings & related matters.

* ***ACHIEVEMENTS :***
1. Awarded Employee of the Month in Gulburg Travel. Rewarded with a Ticket to Singapore.
2. Awarded Employee of the Month in Travel Club for being Result Oriented.
3. Have earned increments in Orient Travels for being hard work, sincerity & contributing towards productivity.

**Name of the Employer – Radha World Travels**

**Duration – Sept. 1992 to June 1993**

**Designation – Marketing Administrator**

* ***Responsibilities :***

The job involved the over all administration of Sales & Marketing, Coordination with Accounts & supervising the Counter Sales Staff was associated with the Agency during the Launch Staqge.

Page 2 of 3

**Name of the Employer – India Travel Bureau Private Limited**

**Duration – March 1990 – August 1992**

**Designation – Reservation Officer**

* ***Responsibilities :***

Counter Sales & Marketing of Domestic & International Ticketing, Visa Processing, Insurance and Foreign Exchange for both Walk-in as well as known Corporate & Government Organizations. Have independently handled Group Bookings, Documentation and related requirements for USA & Australia.

**Name of the Employer – Carlsonwagonlit Travel**

**Duration – Feb. 2004 – 10th March, 2006**

**Designation – Travel Counsellor**

* ***Responsibilities :***

Initially was looking after Microsoft Travel Arrangements since last one year placed at Satyam Computers implant handling a volume of Rs. 2 crores a month. Also looking after operations.

**Name of the Employer –Travel Corporation of India Pvt. Ltd.**

**Duration – 20th March 2006 – Till 30th April,2008.**

**Designation – Assistant Manager**

* ***Responsibilities :***

Handling corporate clients like CMC Computers, Tata Projects Ltd., E2E Computers, and also walk-in clients keeping a track of the customer needs and satisfaction.

**Name of the Employer – FCM Travel Solutions**

**Duration - 02nd May 2008 till 31st March,2009**

**Designation - Manager-Relations**

* ***Responsibilities :***

To maintain cordial relations with clients,solve any service or any other issues that the client faces,give back support to implants,send MIS and cost savings reports to clients.Give top priority to customer satisfaction.Just to name a few clients-HSBC,Franklin Templeton,Wells fargo,Novartis,Qualcomm,GMR group,Infor Global (it is a global account).Also solve operational issues.Review implant sales and give feasibility report to the Branch Manager.

**Name Of the Employer – Global Aviation Services Pvt.Ltd.**

**Duration – 01st April,2009 till 26 May,2011**

**Designation – Assistant Manager-Business Development**

* **Responsibilities:**

**Global Aviation is the G.S.A. for Korean Air,Kenya Airways,Elhal Airlines and JTB Hoildays.Visit Corporates to mainly increase the Corporate business by signing the relevant deals.Also to look into problems/issues if any that the Corporate faces.To ensure a smooth and healthy relationship between the company and Corporates which is directly beneficial to the company.**

**Name Of the Employer – Zahran falcon Travels-Dammam(Saudi Arabia)**

**Duration – 01st June,2011 till date**

**Designation – Travel Supervisor**

* **Responsibilities:**

**Supervising the day to day activities of the back office.Monitoring five branches that is Dammam city branch, Alkhobar,Jubail,Hofuf and Yanbu branch about productivity. About 75 staff reporting to me. Monitering the branch sales. Enhance customer skills, product knowledge, and system knowledge of the staff reporting to me. Also moniter implants staff. Providing support to Dammam city office, branches and all implants. Mailing airline circulars, also educating staff about do’s and don’t’s. List of corporate include ARAMCO,SAPTRO,ALMOHIBI,BAYT AL ANSARI,WEATHERFORD etc. Training the staff on telephone manners, customer handling etc. Holding weekly meetings with staff and briefing them about airline deals, circulars etc.**

* ***STRENGTHS* :**
* Excellent Communications Skills (both written and spoken)
* Strong on the operational side
* Positive Attitude & Result Oriented.
* Involved in Multi Tasking – Finance,Administration,Operations etc.
* Aggressive suitable for a lead role.
* Passion for working.

Page 3 of 3