

**Mohamed**

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**CAREER OBJECTIVE**

To offer the best possible customer service to passenger by executing the entire responsibilities of an airline ticket agent and live up to the reputation of the travel agent and airline company

**PROFESSIONAL EXPERIENCE**

**Internship with Airport Authority Of India 3 months**

**(Customer Service Agent)**

* Handling of passenger luggage before boarding it to plane
* Security check of luggage on conveyor belt
* Loading and unloading of luggage from conveyor belts
* Report any issue related with the luggage to higher officials
* Move luggage properly to its allocated flight
* Look for any luggage left in the flight and report it to the officials

**Yaqeen Travel Service (December 2014 To December 2015)**

**(Reservation and Ticketing Executive)**

* Answer inquiries regarding such information as schedules, accommodations, procedures, and policies.
* Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
* Confer with customers to determine their service requirements and travel preferences
* Contact customers or travel agents to advise them of travel conveyance changes or to confirm reservations.
* Determine whether space is available on travel dates requested by customers, and assign requested spaces when available.
* inform clients of essential travel information such as travel times, transportation connections, and medical and visa requirements.
* Maintain computerized inventories of available passenger space, and provide information on space reserved or available.
* Make and confirm reservations for transportation and accommodations, using telephones, faxes, mail, and computers.

**Delta Wings Tours And Travels (Mar 2016 To Today)**

**(Reservation And Ticketing Officer)**

* Issue ticket, Refund, Reissue, Void, partial Reissue , Partial Refund and Emd
* Examine passenger ticket or pass to direct passenger to specified area for loading.
* Plan route and computes ticket cost, using schedules, rate books, and computer.
* Read coded data on tickets to ascertain destination, mark tickets, and assign boarding pass
* Assist passengers requiring special assistance to board or depart conveyance
* Sell travel insurance.
* Announce arrival and departure information, using public-address system. Sell and
* assemble tickets for transmittal or Mailing to customer
* Answer in queries made to travel agencies or transportation firms. Check baggage and

direct passenger to designated location for loading

**PROFESSIONAL EDUCATION**

2010 – 2013 Jamal Mohamed College

Bharathidasan University

B.C.A

Bachelor of Computer Application

2013 – 2014 **Aptech Avalon Aviation Academy**

Mahatma Gandhi University

Diploma In Airport Management And Customer Service

• Customer Service

• Air Ticketing

• Cargo Handling

• Security Agent

**PERSONAL SKILLS**

• Profound knowledge of IATA regulations

• Operational knowledge of CRS System Amadeus and CRS Sound knowledge of Amadeus.

• Solid ability to handle reservations by assigning flights and ticketing

• Proven ability to work to deadlines

• Excellent communication skills

• Ability to work under stressful situations and tight time constrain

• Capable of working in nights, weekends ,holidays and varying schedules and work both inside and outside in all types of weather conditions

**OTHER SKILLS**

**Computer Skills :**

* Microsoft office
* Amadeus (Expert)
* Sabre (Beginer)
* Online travel portals
* Internet applications

**Language Skills :**

* Tamil : (Native)
* English : (Fluent)
* Arabic : (Intermediate )

**Declaration:**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.