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**SHAJIUDDIN**

**SHAJIUDDIN.352638@2freemail.com**

**TRAVEL SUPERVISOR**

**Travel Operations ● Business Development ● Client Relationship Management**

Demonstrated record of achievement in conceiving & implementing ideas that have fuelled market presence and driven revenue

**PROFILE SUMMARY**

* A committed professional with the experience of **23 years** in Travel Operations, Client/ Customer Service, Business Development and Operations
* Efficient in successfully developing and implementing short and long term strategies with related business plans to ensure sustainable growth
* Proficient in effectively selling the full business proposition including high value-added services to customers by effective travel packages and services to meet complex customer business requirements
* Sound exposure in developing and streamlining key processes to enhance operational effectiveness and meet operational goals within the cost, time and quality parameters
* Well-versed with travel operations including reservations, ticketing, fare construction, paper work, visa formalities, etc. and selling skills can be applied to opportunities across the business unit
* Proficient in management skills in developing and implementing strategic plans to increase efficiency & effectiveness within a business
* Demonstrated ability in increasing revenue, new market development, strategy implementation to increase penetration & expanding market share
* Skilled in involving on selected business deployment work streams and generate work stream specific deliverables
* Direct experience in developing evidence-based strategies in multi-stakeholder environments
* Possessing excellent interpersonal, presentation, communication and negotiation skills and the ability to influence decisions
* Achievement oriented professional with excellent people management skills and an ability to manage change with ease

**CORE COMPETENCIES**

**Business Development**

**Sales & Marketing**

**Budgeting**

**Client Relationship Management**

**Travel Operations**

**Training & Development**

**Operations Management**

**Dealer Management**

**Client Relationship Management**

* Managing the sales operations for promoting packages and accountable for increasing the sales growth
* Initiating and developing relationships with target organizations for business development
* Identifying, qualifying and pursuing business opportunities through market surveys
* Conducting competitor analysis by keeping abreast of market trends and competitor moves to achieve the market share
* Interacting with customers; providing tailored consultative service as travel advice
* Availing the market information & personal network to develop marketing intelligence for generating leads
* Enhancing and implementing marketing strategies to build consumer preference & sales volume through appropriate channels
* Analyzing marketing budgets periodically including manpower- planning initiatives & maintaining planned expenses
* Building and maintaining customer relation operation ensuring maximum customer satisfaction by providing timely clarification of queries
* Organizing training and providing motivation programs for personnel and channel partners
* Supervising business development operations and increasing profitability and achieving business objectives within budgeted parameters

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**WORK EXPERIENCE**

**Global Travel Solutions, (Former -Zahran Falcon Travels, Dammam, SA) as Travel Supervisor Jun’11-June’17**

**Global Aviation Services Pvt. Ltd., Hyderabad as Assistant Manager-Business Development Apr’09 – May’11**

**FCM Travel Solutions, Hyderabad as Manager-Relations May’08–Mar’09**

**Travel Corporation of India Pvt. Ltd., Hyderabad as Assistant Manager Mar’06 –Apr’08**

**KEY RESULT AREAS**

* Formulating and achieving budgets, guest standards & ratings as per company guidelines and making improvements
* Responsible for issuing payment forms to the local tour operators in each port and responsible for all accounting necessary for all tours
* Arranging local transport for passenger ensuring they travel with ease and stay stress free
* Supervising & managing operations pertaining to foreign exchange, hotel bookings, ticketing, passports, visas, etc.
* Preparing & maintaining cost sheet & itinerary and negotiating with airlines and foreign agents for better rates
* Analysing and implementing plans to drive channels for attaining sales targets, supplementing turnover and achieving desired targets
* Planning and designing travel packages for tourists and giving most suitable options
* Working closely with customer service by interacting with clients, liaising with destination agents & coordinating with concerned departments for problem resolution
* Providing assistance to the clients in determining their itineraries & travel plans, and offering them most competitive travel solutions

Attending & resolving passenger queries through latest available data in order to avoid any confusion in future

* Handling recruiting, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of individual & group targets

**ACHIEVEMENTS ACROSS THE TENURE**

* Significant contribution in providing services to Riyadh office, ten implants, Ladies section, Almidra, Dammam city office and all other branches
* Single handedly managed more than 35 staff members (5 Saudi nationals from Ladies section and two male Saudis) and ensuring highest standards of performance
* Surpassed the targets set by management when working with a G.S.A.
* Strategically coordinated with agencies such as Jal International, SRACO Group, Mekamin, Alyamama, Almuhaidib, Weatherford, Saudi Paper, GCC, ENSCO, Aramco Retail, Zahoor Alreef, Saudi Electricity worth SAR 12 Million etc.
* Successfully introduced a premium selling concept to retail and corporate sector which generated more revenue to the company
* Radically involved in managing an outlet worth more than SAR20 Million per month
* Instrumental in enhancing cash flow for the company and minimizing ADM’S Through Quality Check
* Responsible for the profits of the company multifold through PLB carrier sales and directional selling
* Extensively worked on HX segments thus reducing ADM
* Proactively assisted management in setting up implants for new accounts
* Established and successfully maintained high service levels meeting up with SLA’S
* Attentively involved in organizing trainings which enhanced the skills of the team members, cross-selling and productivity
* Received ample appreciation for commendable work from the client as well as the Line Manager

**PREVIOUS EXPERIENCE**

**Carlsonwagonlit Travel, Hyderabad as Team Leader Dec’03 –Mar’06**

**Orient Travels & Touring Agency, Dubai as Ticketing & Reservations (Branch In-charge) Jul’98 – Nov’03**

**Travel Club, Hyderabad as Sales Manager Jul’95 – Jun’98**

**Gulbarg Travels, Hyderabad as Sales Manager Jun’93 – Jun’95**

**Radha World Travels, Hyderabad as Marketing Administrator Sep’92 – Jun’93**

**India Travel Bureau Private Limited, Hyderabad as Reservation Officer Mar’90 – Aug’92**

**CREDENTIALS**

**Education**

**Bachelors in Commerce from Osmania University 1990**

**Diploma in Airlines & Travel Management from India International Trade Centre, Mumbai 1989**

**IT Skills**

* Hands-on exposure in MS Office and Internet Applications
* Gained WORKING knowledge of Amadeus





**Professional Trainings**

* Sales & Marketing Workshop conducted by Cathey Pacific
* UAE Sales Certificate conducted by Emirates
* Basic Fares & Ticketing Course conducted by Air India

**PERSONAL PARTICULAR**

**Date of Birth:** 8th August 1964

**Language Known:** English, Hindi, Urdu & Arabic