[ZAHEER.359246@2freemail.com](mailto:ZAHEER.359246@2freemail.com)

**ZAHEER**

**OBJECTIVE**

To obtain a challenging position in the field of Travel and Tourism that enables me to utilize my skills, experience and knowledge, gives me a chance to reinforce my current experience and to explore new technologies and allows for the future advancement.

**CAREER SUMMARY**

More than 6 years of various experience in Travel and Tourism at the managerial level, 5 years of experience in the field of Office Management and Computer Section.

**KEY SKILLS**

* Organizational skills
* Administrative and managerial skills
* Inbound operations
* Managing tour events
* Designing Umrah Packages
* Planning designing tour packages
* Geography knowledge
* Reservation systems
* Transactions process
* Customer service skills

**CAREER HIGHLIGHTS**

**STAR LINE TRAVELS & TOURISM LLC, Dubai, UAE**  **2014 September - Present**

***Ticketing and Finance Manager***

* Ticketing, visa assistance and travel scheduling for all sectors: domestic and international by means of reservations systems: Galileo and Sabre.
* Managing financial matters of corporate clients and service providers.
* Handling walk-ins, converting them to clients through effective sales pitch and customized solutions.
* Rolling out promotional strategies through client interactions.
* Engaging corporates and handling inbound as well as outbound sales.

**RAMEEN AIR TRAVELS PVT LIMITED, Wazirabad, Pakistan 2010 - 2014**

***Reservation and Ticketing Manager***

* Managing ticketing and reservations section.
* Issuing tickets, making new tour packages.
* Handling Umrah operations.

**AHEASI INTERNATIONAL TRAVELS&TOURISM PVT LIMITED**

**Wazirabad, Pakistan 2005 October – 2009 December**

***Manager***

* Managing office staff performance.
* Building new corporate clients.
* Meeting with different airlines to negotiate for best fares for the company.
* Making contracts with new service providers and sub-agents.

**SEVEN STAR MOTEL LAHORE, Pakistan 2004 April – 2005**

***Assistant Manager***

* Greeting new guests and arranging best services for them.
* Handling guests’ complaints and concerns in an efficient and timely manner.
* Coordinating housekeeping schedules and property maintenance works.
* Maintaining up-to date information on arrivals, departures and motel conditions.
* Collecting guests’ feedback during their departure and maintaining guests’ profiles.
* Monitoring the performance of motel staff, room service, reception, laundry and clerical staff to maintain the highest level of company service.

**CHEEMA MEDICAL COMPLEX & LAB Pakistan 1989 – 2004**

***Laboratory Technician and Manager***

* Managing a lab section and the whole medical complex.
* Investigating the clinical tests.

**ACADEMIC CREDENTIALS**

* **Bachelor of Arts,** Punjab University, Pakistan
* **F.A** **(Art),** Board of Intermediate & Secondary Education Gujranwala Pakistan.
* **Matriculation** **(Science)**, Government High School Nizamabad, Wazirabad, Pakistan

**PROFESSIONAL DEVELOPMENT AND TRAINING**

* **BUKHARI TRAVEL &TOURISM SERVICES – LAHORE, Pakistan**

*Certificate of Achievement, Amadeus Certified Agent*

* **Travelport Worldspan**

*Certificate in Worldspan Basic Training*

* **Abacus Distribution System, Pakistan**

*Certificate in Basic Functionarities*

* **S.T Commercial College Gujranwala, Pakistan**

*Diploma in Computer Hardware*

* **S.T Commercial College Gujranwala**

*Diploma in Office Management; Diploma in Computer Sciences*

**COMPUTER AND SOFT SKILLS**

* MS. Office
* Inpage
* Corel Designinig
* Adobe Photoshop
* Print shop
* Ulead Video Studio
* GDS Systems GALILEO
* SABRE
* Amadeus
* ABACUS
* The Internet

**LANGUAGE SKILLS**

**Urdu –** Native

**English –** Advanced

**Russian –** Basic

**PERSONAL TRAITS**

* Self-motivated, devoted and confident.
* Excellent communicative skills and high professional ethics
* Pleasant, outgoing, responsive and friendly personality.
* Ability to adjust to any environment, to work in a fast-pace environment and under pressure, to work independently and in a team and to handle difficult situations.