

Hayaat

Email : [Hayat.384804@2freemail.com](mailto:Hayat.384804@2freemail.com)

CAREER OBJECTIVE

Looking forward to offer my dynamism woven with excellent communication, interpersonal and computer skills to the airline and travel and tourism company to help grow its reputation by providing superior customer service to the passengers.

EDUCATIONAL CREDENTIALS

Certificate Diploma in IATA/UFTAA Foundation Course: NOVEMBER 2011- Institute of

Radio Bhuvan Career Supermarket, Colaba, Mumbai

B.Sc (Zoology): APRIL 2013- Mumbai University

HSC (Science) : JUNE 2008- Kolhapur Divisional Board

SSC : MARCH 2006- Kolhapur Divisional Board

Technical Skill- MS Office, Microsoft Windows and Internet Application

PROFILE

Qualified Diploma in IATA/UFTAA Foundation & EBT Course with experience in the industry across, Managing Team, Airline Ticket Reservations on Amadeus, Operations and Administration, Statutory Compliances, Customer Service and Sales for more than four and half years.



An unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty.



Good knowledge of managing specialized work aspects viz. special passenger services, interactions & problem solving, travel documents monitoring, bookings/reservations, reissue of tickets, administration and data handling and ensuring customer satisfaction in conformance with domestic and international standard. Exceptional knowledge of travel industry and related markets.



Excellent communication, all rounded personality, confident, relationship management and problem solving skills with the ability to work in multi cultural environments.



KEY SKILL & EXPERTISE



Good Knowledge of FIT and group reservations and fares



Thorough Knowledge of Airline connection and destination knowledge

Thorough knowledge of Fare construction, issuance, reissuance, revalidation, voiding, EMD,RA etc.

Well versed with Amadeus, Galileo & Riya Portal



Thorough Knowledge of Qantas Airways FIT/Group policy. Thorough knowledge of Airline product and Market fares

Working on New destination and available flights options and comparison fare study. Friendly attitude laced with an ability to resolve customer issues

Excellent knowledge of the working process of the airline industry

Familiar with the time zones and current currency value of various countries

Decent phone demeanor and great physical abilities

Extensive travel industry knowledge.

Able to provide excellent product knowledge and networking events. Able to work instinctively with good initiative.

Successfully provide a courteous and effective travel booking service. Willingness to continue my training and development.

Well knowledge of aircrafts (wide & Narrow)

knowledge of Weight and Balance, cargo planning, Live Animals, Perishable Cargo, Cargo ULD Control, Dangerous Good Regulations and ramp handling.

WORK EXPERIENCE :4.5 YEARS

Company Name - Thomas cook India (Ltd.) Duration: May2015 - July2018

Designation: Customer Relation Executive - Leisure Travel (Airline) Outbound Operations

Customer Relation Executive for Australia-New Zealand/Africa,U.S.A



Reservation & Ticketing Team - Outbound Airline operations.

Airline Contracting / Negotiating TBF / Special fare with airlines. Negotiating series and adhoc group fares with airlines.



Suggest itinerary inputs for development of international tour packages. Meeting airlines and maintain good relations for betterment of the company. Maintain high quality standards to meet the customer expectations.

Adhere to the airline budgets lead by the company to maximize profitability. Airline group deposit payment and maintain the stock of BSP tickets. Keeping tab of Daily Sales/bookings and update team on daily basis. Thorough Knowledge of Qantas Airways FIT/Group policy.

Trouble shooting team queries.

Working out alternatives if group seats not available. VMPD/EMD issuance for ticketing and deposit payments. Working on BSP – VMPD/EMD/ RA.

Checking TST before ticketing to avoid ADM’S. ADM / ACM follow up with the airlines.

Airline group/series deposit follow up and recovery. Attending airline workshops for product updates.



Company Name – Emrish Tours & Travels

Duration: Sep2013 - Dec2014

Designation: Air Reservation & Ticketing Counter Staff

Handling guest for Hajj and Umrah



Working on New destination and available flights options and comparison fare study. Experienced airline reservation agent with pleasing personality and high professionalism Friendly attitude laced with an ability to resolve customer issues

Remarkable listening and organizational skills

Conferring with passengers for determining their service requirements

Making confirmation with operations and suppliers for Hotel and transfers details once booking is confirmed

Providing detail information to passengers on time, currency, weather, and political situation of the destination countries



Feeding customers details into the system and sending notification about the status of reservations



Thorough knowledge of the airline reservation procedures



Keeping up to date track list of issued tickets & reporting it to the account department.

PROFESSIONAL ACHIEVEMENTS

Won Certificate of appreciation for best GIT Airline Operations Award 2016 – Thomas Cook

India Ltd.

PERSONAL INFORMATION

Date of Birth : 07 MAR 1990

Sex : Male

Nationality : Indian

Marital Status : Single

Hobbies : Birds & Aquatic fishes keeping &watching

Self-Assessment : Ambitious and eager to learn,

Good communication skill, Interested to learn new things, Leadership skills, Polite.Willing to expand knowledge through Training and experience.

Languages Known : English, Hindi, Marathi and Konkani.

Family Background : Mother, Father, Four Sisters, One Brother & My Self