

RESUME

Shaikh Zahiruddin

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Work experience

TATA CONSULTANCY SERVICES: (Travelport-Senior Process Associate)
Since 13th March 2019 Till Now.

JOB PROFILE:

- Service provider for Travelport Desk(**GALILEO, APOLLO & WORLDSPAN**)
- Handling GDS reported escalations from **Emirates & Delta Airlines**
- Solving Travelport(GDS) error such as; Pricing , Reissue , Refunds & Historical CRS query's
- Coordinating with GDS Developer & Programmer for critical issue's

AL-HUDAIBIYAH TOURS & TRAVELS: (Front Desk Executive)
Since 01st Oct 2018 to 10th March 2015.

JOB PROFILE:

- Working on Reservation System :- **AMADEUS , GALILEO & SABRE**
- Handling Group Bookings
- Organizing Umrah Group's on Weekly Basis
- Customizing Holidays packages on International and domestic Sector's
- Visa Assistance for Umrah passengers
- Stamping for Immigration Clearance

TRANSGLOBE SOLUTION: (Omega Flight Store UK- Customer Service , Reservation & Ticketing) since 01 Oct 2015 Till Now

JOB PROFILE:

- Making reservation and Sales for International and Domestic sectors for Inbound and Outbound passengers for Ex India and Ex UK.
 - Having knowledge of International Fares, Routings and Fare Conditions.
 - Handle baggage, check in and airport queries
 - Working on Reservation System :- **WORLD SPAN , AMADEUS , GALILEO & SABRE**
 - Assist customer in Reissue, Revalidation, and Name change.
 - Booking STPC for passengers having long-halt flights.
 - New booking, Amendment, Re-routing, Cancellations and refund.
 - Updating Special Service Request (SSR's) for passenger's requesting Wheelchair, Meals etc.
 - Action on Customer Support & Complaints Emails.
 - Handling schedule change activities for multiple airlines.
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SALE MEGA TRAVELS PVT LTD: (Australian- Customer Service & reservation) Since AUG 2013 to SEP2015

JOB PROFILE:

- Making reservation and Sales for International and Domestic sectors for Inbound and Outbound passengers for Ex India and Ex Australia.
- Having knowledge of International Fares, Routings and Fare Conditions.
- Handle baggage, check in and airport queries.
- Working on Reservation System :- **AMADEUS**
- Assist customer in Reissue, Revalidation, and Name change.
- Booking STPC for passengers having long-halt flights.
- New booking, Amendment, Re-routing, Cancellations and refund.
- Updating Special Service Request (SSR's) for passenger's requesting Wheelchair, Meals etc.
- Handling schedule change activities for multiple airlines.

Supervisory Responsibilities

- Handling floor and taking escalation calls.
- Closing sales report on daily basis for payment done through offline booking.
- Supervising a team of more than ten staff.
- Assigning e-mail to night staff on daily basis.
- Managing huge call flow and staff availability in peak season.

PERSONAL INFORMATION

FATHER NAME; SHAIKH AMIRUDDIN

DOB; 18TH MAY 1994

GENDER; MALE

RELEGION; ISLAM

MARITIAL STATUS; SINGLE

NATIONALITY; INDIAN

LANGUAGES KNOWN; ENGLISH, HINDI, URDU

EDUCATION QUALIFICATION

EDUCATION	YEAR OF PASSING	BOARD	CLASS
GRADUATION(B.com)	2014-2015	Mumbai university	PASSED
H.S.C	2012-2013	Mumbai university	PASSED
S.S.C	2010-2011	Mumbai university	PASSED

OTHER COURSES

IATA INTERNATIONAL AIR TRANSPORT ASSOCIATION

MARCH 2013

- DIPLOMA IN (IATA UFTAA) FOUNDATION IN TRAVEL AND TOURISM
- CERTIFIED COURSE OF CRS SYSTEM'S 1A / 1P / 1G (JAN 2013-FEB 2013)
- DIPLOMA IN INTERNATIONAL AIRLINES AND TRAVEL MANAGEMENT NOV 2012-JAN 2013

COMPUTER QUALIFICATION

- Basic computer knowledge , MS office & Excel ,Power point Internet

DECLARATION

- I do here by certify that the above information is all true and correct.

SHAIKH ZAHIRUDDIN AMIRUDDIN.