

CURRICULUM VITAE



GIYASUDHEEN KB

EMAIL:

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PERSONAL DETAILS:

Date of Birth : 24-01-1986

Gender : Male

Nationality : Indian

Marital Status : Married

Religion : Muslim

Visa Status : Employment

Availability : One month

Driving License : UAE & India

**LANGUAGES
KNOWN**

English, Hindi, Tamil and Malayalam

Career Objective

Looking for a challenging job & intend to build a career in a committed and dedicated manner with a leading corporate firm, which will help me to explore myself and realize my potential that would contribute significantly to the organization's growth as well as my professional growth

Executive Summary

- Committed Travel industry professional with a solid understanding of national and international traveling procedures
- 16 years of experience in travel industry at various levels such as Reservation, Ticketing, Sales, Marketing and Training

Core Competencies

- A professional with a proactive attitude, capable of generating new design solutions/ideas.
- An effective communicator with excellent relationship building & interpersonal Skills.
- Extensive experience in exploring and developing new clients, accelerating growth & achieving desired goals.
- Proficient in the use of industry standard software applications
- Experience in Training students for Automated Reservation, Fares & Ticketing Courses of GDS players such as Galileo and Amadeus

Work experience:

Working as **Branch In charge** at **Dubai Royal Travel and Tourism**, Dubai, UAE from June 2018 to till date

Roles & Responsibilities

- Overseeing the smooth, efficient running of the office
- Motivating the team to hit their targets and ensured company profitability
- Monitoring bookings throughout the working day
- Promoting and marketing the business with special promotions and selling travel products & tour packages
- Processing invoices and ensuring prompt handling of client payments
- Managing budget and maintaining statistical and financial records
- Sourcing products and destinations to meet customer demands
- Liaising with travel partners, including airlines and hotels, to manage bookings and schedules
- Responding to all the calls, Emails, Faxes from corporate clients and building strong relationships with them
- Dealing with customer enquiries to meet their expectations
- Booking, Issuing, re issuing and refunding domestic and international air travel in Galileo and Amadeus Abacus

Worked as **Branch Manager** at **SUN AND SKY TOURS AND TRAVELS L.L.C** , Dubai,

UAE from January 2008 to May 2018

Roles & Responsibilities

- Overseeing the smooth, efficient running of the office
- Motivating the team to hit their targets and ensured company profitability
- Monitoring bookings throughout the working day
- Promoting and marketing the business with special promotions and selling travel products & tour packages
- Processing invoices and ensuring prompt handling of client payments
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- Booking, Issuing, Re issuing and refunding domestic and international air travel in Galileo and Amadeus Abacus.

Worked as **Supervisor** at **Fathima Tours & Travels**. Thrissur.

from September 2007 to December 2007

Roles & Responsibilities

- Ensured all bookings & reservations are processed accurately.
- Responded to all telephone enquiries promptly, courteously and in a friendly manner.
- Responded to all the calls, Emails, Faxes from corporate clients.
- Built strong relationships with clients.
- Monitored bookings throughout the working day.
- Dealt with Booking, Issuing, Re issuing and refunding domestic and international air travel in Galileo and Amadeus Abacus.

Worked as **Reservation & Ticketing Staff** at **Vardah Tours & Travels India Pvt. Ltd**. Thrissur.

from February 2007 to August 2007

Roles & Responsibilities

- Responded to all telephone enquiries promptly, courteously and in a friendly manner when available in the seat.
- Ensured all bookings & reservations are processed accurately.
- Built strong relationships with clients.
- Dealt with Booking, Issuing and refunding domestic and international air travel in Galileo

Worked as **Reservation and Ticketing Staff / Supervisor** at **Supersonic Tours & Travels Pvt. Ltd**, Thrissur, from July 2004 to January 2007

Roles & Responsibilities

- Responded to all telephone enquiries promptly, courteously and in a friendly manner when available in the seat.
- Ensured all bookings & reservations are processed accurately.
- Built strong relationships with clients.
- Dealt with Booking, Issuing and refunding domestic and international air travel in Galileo

Academics

- ❖ **IATA-UFTAA ,Foundation**
- ❖ **Diploma in basic Airfares and Ticketing**
- ❖ **Galileo CRS**
- ❖ **Amadeus CRS**
- ❖ **PGDCA**
- ❖ **VHSE – Board of Vocational Higher Secondary Examination , Kerala , India**

References

Valid Reference will be provided upon request.

Declaration

I hereby declare that all the above furnished information is true to the best of my knowledge.

GIYASUDHEEN KB