



ASHFAK AHAMAD ASHRAFF

CUSTOMER SERVICE AGENT | CORPORATE TRAVEL CONSULTANT | HOLIDAY CONSULTANT

Experienced in Customer Service Agent, Event Coordinator & World Wide Hotel Reservation, Ticketing, Creating Inbound & Outbound Packages World Wide. Excelling at customer satisfaction and retention by creating extraordinary rapport with clients. Self-motivated, spontaneous with exceptional communication and computer capabilities

WORK EXPERIENCE UAE – 4YEARS PLUS

Etihad Aviation Group (HTM) (Senior Travel Service Agent/Corporate Agent)
15 Jul 19– 30 Jul 2021 *Abu Dhabi – UAE*

- Strong leader of Corporate Service unit (HTM)
- Dealing and handling Corporate profile like Etihad Staff Travel, Etihad Guest Control, Etihad Crew Control, Etihad Travel Pass, ADNOC, GHQ, TAQA, NPCC, Etihad Rail, Bureau Veritas, Eagle Hills, ADCB and many.
- Handling Call Centre, Re Issue E Ticket and Refunds, World Wide Hotel Reservation, Worldwide Transportation & Customer Orientation
- Well experienced using B2B portal like ETIHAD HOLIDAYS, DOTW, Hotel Beds, TBO, Rez Live, Black Lane and many.
- Creating LPO, ARV, XO and maintaining VIP client profile

Hayat Vacation (Senior Travel Consultant/Event Coordinator)
21 Feb 19– 10 Jul 2019 *Dubai – UAE*

- Handling Calling Centre, Re Issue E Ticket and Refunds, World Wide Hotel Reservation, Worldwide Transportation & Customer Orientation
- Handled UAE Visa Typing (GDRFA – Dubai)
- Handled Events like Dabang Reloaded, Holi and many VIP events.

Novo Elite Group (IATA) (Senior Holiday Consultant/ Event Coordinator)
18 Jun 2017– 13 Dec 2018 *Dubai – UAE*

- Handled and managed to be the direct point of contact for client base of over 3500 Members across UAE branch clients of WTC, DCC, Barsha, Fujairah, and Abu Dhabi.
- Handling Call Centre, Re Issue E Ticket and Refunds, World Wide Hotel Reservation, Worldwide Transportation & Customer Orientation
- Handled VIP Events, Bollywood Movie promotion, Gala nights and many.

EDUCATION

International Airline Ticketing Academy

Course

Foundation in Travel & Tourism with Amadeus (IATA/UFTAA)

- Specialization in Air Ticketing, Cargo & Airport, Customer Service

Course

Diploma in Airline Ticketing

- Specialization in Airline Fares/ E Ticketing, GDS Reservation, Marketing, Cargo & Airport

Course

Diploma in Airline Cabin Crew

- Safety and emergency procedures, Customer service and managing passenger interactions.

REFERENCE

Mr. George Ambooken

Head of Performance & Business Development at HTM (Etihad Aviation Group)

[Email](#) | Mobile: +971 504437243



ashfak.ahamaddtff@gmail.com



+971 588851149



WTC, Abu Dhabi, UAE



<https://www.linkedin.com/in/ashfak-ahamad-ashraff-4825b8144/>

SKILLS

- Strong Authentication
- Problem Solving
- Strong Business Acumen
- Building Strong Teams
- Team player

GDS

- Amadeus
- Sabre
- Etihad Sabre
- Galileo

HOTEL SOFTWARE

- Opera PMS

DRIVING LICENCE

- UAE

LANGUAGES

English

Full Professional Proficiency

Hindi

Intermediate

Sinhala

Native or Bilingual Proficiency

Tamil

Native or Bilingual Proficiency

Arabic

Learning